

CLARK COUNTY AMPHITHEATER

EVENTS MANAGEMENT & COORDINATION PLAN

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GENERAL FACILITY INFORMATION

GENERAL FACILITY INFORMATION

ENTRANCE POLICIES

For the Clark County Amphitheater's guest/customers and staff convenience and safety, we have policies and conditions in place for guests to enter the Clark County Amphitheater's gates. We all are responsible for exacting compliance.

A visual entrance search is conducted to keep all non-permitted items out of the Clark County Amphitheater; this is a condition for entrance. On select events we may utilize metal detectors or conduct a more or less intense search at the sole discretion of management and the Clark County Sheriff's Office.

PROHIBITED ITEMS

Animals

Politely ask guests to take them home or back to their vehicle. Guests are not permitted to leave animals unattended or attached to premises.

Food and beverages

Most items are available within the facility. Items required for health reasons are OK. Use good judgment and consult your supervisor.

Bottles and cans

Small plastic factory sealed water bottles may be permitted during some select events at the sole discretion of management. No cans or glass bottles will be allowed. Your manager or supervisor will explain all changes in this policy during the pre-event briefing.

Cameras and recording devices

As a standard policy these items are not permitted in the gates. During certain shows these items may be allowed at the sole discretion of management. Your manager or supervisor will explain any changes in this policy during the pre-event briefing.

Chairs and coolers

Due to varying chair heights and because we rent special chairs for lawn seating these are prohibited. Coolers utilize too much space and neither food nor beverages are permitted. Your manager will explain changes in this policy during pre-event meeting.

Weapons

Weapons are strictly prohibited in the Amphitheater, unless carried by law enforcement officials on-duty. If a guest is caught with a weapon, let a sheriff officer inspect it for legality. No off-duty law enforcement officer is allowed to bring a weapon on the premises unless he or she is acting in an official capacity.

If a guest is suspected of or has been seen possessing a firearm, keep your distance and contact the sheriff immediately. **Do not try to confiscate the weapon**, keep surveillance of the subject until the sheriff arrives.

Law Enforcement Badges

NO law enforcement badges can gain free access inside the Clark County Amphitheater's gates, nor can a law enforcement badge be utilized to roam freely and move to better seats. If anyone is caught brandishing a badge, contact your supervisor immediately in order for him or her to ascertain if this officer is acting in a legal capacity. If necessary, contact Clark County Sheriff's Department OIC (officer in charge) for advice. This policy does not apply to officers in uniform. Also be advised that from time to time there will be undercover officers from local sheriff agencies. Note that an accepted badge does not allow an officer to escort unticketed guests/customers.

Alcohol

We sell it and we can regulate the amount someone may consume within the guidelines of the laws of the State of Washington. Also, extremely intoxicated guests will not be permitted inside the gate and will be asked to leave the premises. They will be offered a refund. In the event of an extremely intoxicated guest, contact the sheriff.

Fireworks

If a guest has discharged any fireworks, contact sheriff and complete an incident report.

Drugs and illegal substances

If a guest is caught with drugs, the sheriff is to be contacted immediately. Never physically take possession of drugs or illegal substances from anyone; 1) it is against the law and 2) you are now in possession of an illegal substance.

Frisbees, footballs and other throwing toys

These toys are annoying to some and can cause injury. Politely ask the guest to return it to their vehicle.

Bikes, skateboards and rollerblades

For safety reasons these items are not allowed. Please have the guest return them to their vehicle.

Flag poles and large sticks

Can obstruct views and can be used as weapons.

Strollers and play pens

Generally not allowed. On certain events, management may waive this item from the prohibited list. Your supervisor will advise you when they are permitted.

Umbrellas

Sometimes no, sometimes yes. This is a show by show item that your manager and supervisor will advise you on.

None of the above items are allowed and is a condition for entrance based on safety reasons. The right to refuse entry is printed on the back of all legal tickets and will be enforced.

Guests are generally not permitted to return to the Amphitheater after leaving, except in special circumstances to be determined by the management.

TICKET INFORMATION

SPECIAL ACTIVITIES AND GROUP FUNCTIONS

The Amphitheater offers a wide range of special activities and group functions through the sales office. Guests inquiring about these activities should be directed to the Amphitheater Administration Office during normal business hours at [phone number].

BOX OFFICE HOURS

On non-show days, the Amphitheater box office will be open to the public during regular business hours to be determined by Operator. On show days, Guests can purchase tickets after the parking lots open.

CONCERT INFORMATION LINE

The general public can call [1-800-000-0000] for information on upcoming concerts and events.

FAMILY SPECIALS

For selected "Family Special" Concerts, one paid adult lawn ticket will also admit one child 12 years of age and younger.

TICKET OUTLETS

Tickets for all Amphitheater events are available for purchase at all [Ticket] locations. Tickets may also be purchased by phone by calling [(360) 000-0000 in WA, (503) 000-0000 in OR or Toll Free (800) 000-0000. There is a [\$] service charge per ticket on those purchased at an outlet, [\$] service charge at the box office, [\$] for those purchased through charge-by-phone, [\$] per order. Tickets for any upcoming events currently on sale are available during all shows preceding.

Exchanges or Refunds

Unless a guest is denied entry by management, tickets cannot be exchanged or refunded.

Seating Chart

You are required to become very familiar with the Clark County Amphitheater seating chart to maximize your ability to assist our guests.

Sample Tickets

Included with your informational materials are examples of Clark County Amphitheater tickets. Become familiar with reading them.

Reselling Tickets

The Clark County Amphitheater grounds, walkways and parking lots are private property and no one may re-sell tickets within these areas.

No employee shall re-sell or attempt to re-sell tickets while employed by the Clark County Amphitheater. Doing so will result in immediate dismissal and legal action if applicable.

Ticketing

All guests must have a ticket, except children under two (2) years old who will not occupy a reserved seat.

SEATING

Convenience and safety are the key elements to our seating policies. All in-house event staff teams (crowd management and ushers) are responsible for exacting compliance to reserved seating area policies at the Clark County Amphitheater.

Reserved seating

Any fixed or temporary seat that is sold to a specific guest. Located in the Amphitheater part of the Clark County Amphitheater.

General Admission seating

Usually lawn seating that is on a first come-first served basis. On select events parts or all of the reserved seating area may be general admission.

For symphony and other selected events, guests should be encouraged not to enter the reserved seating areas while the event is in progress. Late arriving guests should be held at seating entrances until an appropriate break in the program occurs. At that point the guests should be released and instructed by staff where their seats are located.

Guest with lawn seats may not move into unoccupied reserved seats unless directed to do so by management.

Guest are not permitted to stand on seats or rest their feet on seating areas, nor are they permitted to rest their legs over seats in front of them.

VIP BOX SEATS

These seats are reserved for sponsors and guests who pay a premium price. It is important that you keep this area free from unauthorized guest traffic.

Never allow anyone into these seats before or during an event without the appropriate ticket. This policy applies to administrative staff personnel, band crews, people with passes, etc... Ask your supervisor for assistance if necessary.

Only allow the allotted number of guests into a box [(x, x or x guests)] everyone must have ticket.

Get to know the people in the VIP box area. It will make your job a lot easier. If you have any problems, contact the administration office.

PROBLEM SEATS

The area behind the VIP boxes is reserved for seating problems and special needs. If a guest is having a seating problem due to view, other guests or a lost ticket, try to handle the situation yourself before calling your supervisor, security or sheriff.

View

If a guest cannot see the performance due to the staging, contact your lead supervisor to relocate. Make sure that they have a legitimate complaint. You should sit in the seat and look for yourself.

Other Guests

If you have a problem with a guest in the wrong seat, be polite and explain why they will have to move. Assist them to their correct seats.

If a guest is being rude or offensive toward other guests, try to calm all parties and find out the facts of the situation. Ask questions and contact your supervisor. **Relocation or removal of a guest should be the last resort.**

Lost ticket

One of the most common problems is a guest who has lost their ticket. If a guest has lost a ticket, ask co-workers or other guests if they recognize the guest in question. Remember, some guests with lower valued tickets might try to “pull one over” on you so be polite but smart!

If a major problem arises, contact your supervisor, security or sheriff.

If a guest complains about a guest that is standing in front of their purchased seat, politely ask the standing guest to do us a favor and sit voluntarily. On certain events we may require a guest to sit in their seat. Your supervisor or manager should handle the situation.

Remember, only the first supervisor can relocate a guest.

AISLES

We are to encourage guests not to stand in the aisles during performances. Aisles are to be kept clear during all events. Politely ask guests to go to their seats or into the plazas to prevent cluttering. During intermission, ask guests to go into the plazas to talk to friends etc. Security and usher teams are responsible for exacting compliance of all aisle policies.

No Clark County Amphitheater staff, including staff with passes should stand in the center cross-aisle (excluding Clark County Amphitheater All Access passes).

Band crew- members, friends etc. should not stand anywhere in the house unless they are working. If they are not working, politely ask them to go into the mix area or backstage. Most of these people should have passes.

Individuals with passes issued by the Clark County Amphitheater should have a ticket. Ask them politely to take a seat. If a problem arises please remain pleasant and calm and contact your supervisor.

SMOKING

It is up to all of us to provide a healthy, smoke-free environment, it's the law. **Smoking is not permitted in the reserved seating areas and restrooms.** The only smoking areas in the facility are in plazas and on the lawn seating areas.

FIRST AID

During all events, specially trained medical personnel will be available to handle all medical situations. Their office is located [add location]. Should someone need medical assistance during

an event, contact the nearest supervisor who will report it to the first aid office. When the grounds are closed, any medical emergencies should be directed to the security office.

RESTROOMS

Become familiar with all locations.

PAY PHONES

Located in the restroom plazas and outside the box office.

PASS POLICIES

Facility passes are issued to individuals for security and recognition purposes. These facility passes are issued by management only.

The Clark County Amphitheater pass applications:

All Access (Management)

Management personnel, allowed anywhere, can escort guest without passes.

Staff

Administration staff, allowed in designated areas only. No Dressing Rooms. Cannot escort.

Production

Backstage personnel permitted almost anywhere except dressing rooms. Cannot escort.

Clark County Sheriff

Law enforcement officials generally allowed in all public areas but not in Restricted Areas. Allowed anywhere under exigent circumstances when performing law enforcement duties.

Vendor

Special guest, allowed in plazas and Amphitheater only. Cannot escort.

Multi-size and Multi-Colored Stick-Ons

Stagehands and miscellaneous, good for date shown only, in designated areas, cannot escort, degree of access will vary show to show.

Passes are not transferable. If you have any problems with individuals abusing pass privileges keep your poise and contact management. Never use physical force or abusive language.

RESTRICTED AREAS

To ensure professionalism and convenience for the performers, their crews and staff in our facility, we must restrict access to specific areas to allow these people to work.

The following areas are off limits to anyone without proper authorization:

- Backstage
- Box Office
- Sound Control Area
- Dressing Rooms
- Reception Areas
- Catering Area
- Administration

THE GUEST/CUSTOMER

OUR GUEST/CUSTOMER

The Clark County Amphitheater is in the entertainment business to be successful and to provide the area with a facility to enjoy world-class talent. Our means to this end is being respectful, helpful and pleasant to everyone who steps on our property. The people who spend their hard-earned money and valuable time to attend a show that we host, is our Guest in one sense, but most importantly they are our customers and should be treated accordingly.

It is our responsibility to make sure that our guests have a fun and memorable time at the Clark County Amphitheater. An unpleasant ticketing or seating experience quickly overshadows a great main performance. Your performance is every bit as important as the performer(s) on the stage to the success of the evening and to the success of the Clark County Amphitheater. Artists who perform at the Clark County Amphitheater love to be at places where their fans are treated best.

A guest/customers impression of the Clark County Amphitheater and their interest and willingness to attend our shows is greatly influenced by us, the people who serve them. In a sense, regardless of your position, you are a Clark County Amphitheater ambassador. The more goodwill you promote, the more our guest/customers will respect and appreciate you, the Clark County Amphitheater and the Clark County Amphitheater's shows.

Here are some things you can do to give our guest/customers a great impression.

- **Be approachable, stand facing guest/customers, smile and be pleasant.**
- **Always seek to offer help before you are asked.**

- Treat customers in a courteous and respectful manner.
- Strive to have a 100% question-good answer ratio.
- Act competently and handle guest/customer complaints and questions quickly and pleasantly.
- Follow-up on questions and complaints and share your experience in meetings or briefings.
- Communicate pleasantly and respectfully with other team members.
- Take pride in your performance and enjoy doing your very best.

GUEST RELATIONS

How to Treat A Guest

- The guest must feel valued.
- All of their questions must be answered.
- Thank them when they cooperate with rules.
- Check on a guest that may have had difficulties throughout the performance.

Resolving Guest Problems/Complaints

- Listen calmly and let the guest finish what they have to say. Listen carefully for secondary needs.
- Summarize and check with the guest about your understanding of the problem.
- Offer options or alternatives if their primary goal cannot be achieved.

Tone of Staff Response

- Project empathy, concern, patience, helpfulness and understanding.
- Sort out anger, exaggeration and sarcasm.
- Explain, summarize and paraphrase.
- When resolving a complaint do so quickly and try not to place fault.

Format of Response: “TEXAS”

(T)HANKS – We value your complaint
(EX)PLAIN – What happened
(A)GREE – With all valid parts
(S)ORRY – This happened
OFFER TO RESOLVE

A satisfied guest will find it easier to follow rules and be allied which will make your duties just a bit easier.

HOSTING PHYSICALLY CHALLENGED GUEST/CUSTOMERS

This section of the manual is dedicated to educating you to look beyond an individual's differences and show him or her the same respect and courtesy that you show all guests.

The Clark County Amphitheater prides itself on being one of the most advanced facilities in the region regarding accommodations for our physically challenged guest/customers. It is our goal to provide our guest with special needs an unforgettable entertainment experience.

Facilities

The Clark County Amphitheater offers a barrier free environment for our guests' convenience. The plazas and restrooms are wheelchair accessible. Drinking fountains and telephones are also accessible.

Parking

Guests with state issued handicap license plates or place cards may park in the designated spaces in parking lot [enter location]. Spaces are limited and are based on a first-come basis.

Seating

Special seating arrangements for guests with special needs may be obtained through all [ticketing agency] outlets. Guests may also purchase a companion ticket for a friend to accompany them. The designated special needs and wheelchair area for performances is located in the rear of section [enter location].

TDD (Telecommunications Device for the Deaf)

This device provides an alternative communication method for guests who are deaf. Guests seeking to utilize TDD should be referred to the administrative office or guest services.

Headsets for the hearing impaired

Headsets are available at the guest services booth. These headsets will help with amplification and clarity of a performance.

Interpreters

Interpreters are available to sign performances. The Clark County Amphitheater must be notified at least three weeks prior to the event. Call [360-000-0000].

WHAT IS A "SPECIAL NEED"?

We utilize the words "special need" to identify services that the Clark County Amphitheater provides for physically challenged guest/customers to enhance their overall entertainment experience at our facility. A physically challenged guest/customer has a physical or mental impairment that

substantially limits one or more major life activities such as walking, seeing, hearing, speaking, breathing, learning and working. These are special needs that we can easily accommodate.

TYPES OF CHALLENGES (OVERT VERSUS COVERT)

Overt

- Mobility impaired
- Hearing impaired
- Visually impaired
- Mentally retarded

Covert

- Emotional illness
- Phobias
- Allergies
- AIDS

Affirmative phrases

- Physically challenged
- Person who is deaf; person who is hearing impaired
- Person who is blind; person who is visually impaired
- Person who uses a wheelchair
- Unable to speak; non-verbal
- Seizure
- Successful, productive

Negative phrases

- Crippled, afflicted, disabled person, lame, handicapped
- Deaf person
- The blind
- Confined or restricted to a wheelchair
- Dumb, mute
- Fit; go crazy
- Courageous

COMMUNICATION

Use Common Sense

Our guest with special needs wants to be treated the same way as everyone else.

Be Polite

Show our guest the same respect that you expect to receive.

Be Considerate

Be patient, take time and try to understand the problem or need of the individual.

Offer Assistance

Do not hesitate to offer assistance. However, do not automatically give help unless someone clearly needs help or asks for it. If you assistance is declined, do not insist on helping.

Communicate

Speak directly to our guest and do not look away or look down.

Emergency Action

Know the procedure for evacuating individuals who have special needs in the event of emergency.

HELPFUL HINTS

Mobility Impairments

When you are with a guest who uses a wheelchair, speak directly to the person rather than to their companion. Just because a person uses a wheelchair does not mean they are not fully capable of speaking for themselves.

When helping someone in a wheelchair go up or down a curb, ask if he or she prefers to go forward or backward. In maneuvering a wheelchair down an incline, hold the push handles so that the chair does not go too fast. Do not hesitate to ask a team member for assistance if you are uncertain if you can handle the situation yourself.

The Clark County Amphitheater's staff is encouraged to assist our physically challenged guest/customer with special needs in any reasonable manner (pushing chairs, holding doors, etc.), but are not permitted to lift or assist with the lifting of guests in or out of wheelchairs.

GUEST SERVICES BOOTH

The Guest Services booth will be available for cellular phone service, lost and found, complaints, directions, information on upcoming shows and general information.

COMPLIMENTS OR COMPLAINTS

In our effort to improve our service the Clark County Amphitheater encourages their guest/customers to voice their opinion. Compliments or complaints about any staff working at the Clark County Amphitheater should be directed to your supervisor, who will inform your manager.

If a customer wishes to offer a compliment, direct them to the guest services booth to permit us the opportunity to offer the Clark County Amphitheater appreciation to the appropriate parties. If a patron is complaining, keep him/her calm and have him/her wait for your supervisor.

For complaints, supervisors will complete an activity report and try to appease the guest. Make sure you stay within our rules and guidelines. Do not make the situation more serious than it actually is and do not place fault.

All guest complaints should be directed to your supervisor first for immediate action. If the guest wishes to speak with someone else, direct them to the guest services booth.

LOST AND FOUND

Lost Articles or Guests

Guest inquiring about lost articles or guests shall be directed to the Guest Services booth.

Found Articles or Guests

Found articles or guest shall be escorted to the Guest Services booth by a member of the staff.

Be sure to note the section, row and seat number where the item was found to assist with identifying the rightful owner or guest.

There is no public announcement system in place at the Clark County Amphitheater. Therefore, it is not possible to page guests during events.

GUEST BEHAVIOR

With a capacity of 18,000 guests, your ability to execute your assignment will be tested continuously. On average, each one of our team members will be assisting literally hundreds of guests, some of whom might be more pleasant than others.

At times, you may hear or see some things that you may find offensive or objectionable; such as subtle teasing, gestures or rudeness. Keep your poise. Most people act the way they do to get a reaction from you. Be calm and professional. Consider the source and perform.

If a guest's behavior starts to interfere with your assignment or becomes verbally abusive, ask your supervisor, security or the sheriff for assistance.

Your attitude can influence the way guests will conduct themselves at an event. A simple "Hi!" or "Hello!" combined with an, "Enjoy the show," will make your assignment more enjoyable and set the tone for the future encounters with the guest.

Under no circumstances are you to be rude and argumentative. It's not so much a company image "thing"; the fact is that you will make everyone's jobs more difficult than it should be. Remember, set and maintain a polite and positive tone with guests.

NOTIFYING GUEST OF PROBLEMS

From time to time, there will be guests that test the limits of our policies or simply do not behave properly. In most instances, except for threats, physical altercations and property damage, you

should explain what the problem is and the reason that it is a problem. Then advise the guest that if they continue their behavior, they may be asked to leave. Make sure to **explain** why a problem is a problem.

Some other ways to handle problem guests:

Problem

- shorter individuals standing on seat or on shoulders
- standing on seat because person in front has an object blocking view (hat, etc.)
- guest can't see because other guest is not sitting like everyone else
- loud guests
- guests cursing loud enough to be heard by other guests
- guest intoxication offending other guests

Solution

- see if there is room for them to stand at the end of the row
- politely ask guest with hat on to remove and explain reason
- ask the guest to voluntarily sit, if they don't, see if lead usher or supervisor can relocate people that cannot see
- politely ask loud guest to quiet down a little bit; if on lawn, encourage them to move to another area
- ask foul-mouthed guest to respect others, especially children
- see if intoxicated guest came along with less intoxicated person and settle him/her down or move to another area. If intoxicated guest has difficulty with motor skills or is unconscious, advise medical to assist

When dealing with problems that involve guests, remember it's better to inconvenience a few, rather than the whole.

CONFRONTATIONS

A confrontation can include fights, arguments, threats and posturing. If you realize there is a potential for a possible confrontation, try to resolve it before the severity escalates; ask principles to separate and go to other areas, warn them about possible removal or arrest. If it is a physical confrontation or threats have been made, the guest will have to be escorted to the security base for

review by the team manager, incident manager or sheriff. We may let them stay, but they will have to agree to our conditions of staying in writing.

Basic steps in response to confrontations

- Notify Sheriff.
- Make sure your post is covered and inform the closest teammate of where you're going.
- Bring as many partners as necessary for your safety.
- Identify yourself (Event Staff).
- Separate principals. Do not become involved, be a mediator.
- Resolve all confrontations quickly, don't stand around and have guest argue about what happened. Isolate them from each other in a quiet area and investigate what took place.
- Decide the best course of action.
- If the situation is verbal and can be resolved on the spot, do so by separating the parties (sending to different seating areas) and having the closest team member pay close attention to the situation.
- If necessary, contact the sheriff or medical personnel and assist if needed.

PHYSICAL FORCE OR CONTACT

Physical force or contact of any kind is not permitted unless you or someone else is physically attacked or the safety or well being of someone is in jeopardy. In such instances, only necessary reasonable force shall be used.

Necessary reasonable force is the amount of physical force or contact necessary depending on the facts and circumstances of the situation without causing harm or injury to guests or staff. Never punch or slap a guest.

Unnecessary unreasonable force is the amount of physical force or contact not necessary with regard to the facts and circumstances, which may cause harm or injury to guests or staff. In such instances, this is an act of assault.

Assault is any bodily contact with the intent to cause harm or injury. The Clark County Amphitheater does not teach or condone acts of assault.

A detailed and specific incident report must be completed.

REMOVALS

All removals should be handled by Sheriff's Office personnel, time and circumstances permitting.

If it becomes necessary to remove a guest, our goal is to outsmart them, not fight them, and talk the guest out of crowded situations.

Some basics to remember:

- Notify the Sheriff's Office prior to removal.
- Before you physically remove anyone, you must first exhaust all alternative options (warning, replacement, etc...). Ask them politely to comply with your request, explaining the problem.
- You must accompany all guests to exit point that you ask to leave, never hand them over to a team member that is unaware of the circumstances.
- If removal is necessary, contact your supervisor beforehand or immediately following.
- If possible, do not tell a guest you are going to remove them. Ask them to accompany you to the security office to discuss the situation. At which point it will be considerably easier than in a crowded setting.
- Before removing anyone, make sure your post is covered, get your partner(s), and plan removal route.
- Identify yourself. Isolate the individual (s) and explain to them that there are problems that need to be discussed. Escort them to the security base, at which time it will be decided to remove, re-admit or arrest. **Use only reasonable necessary force.**
- Always use a security person at the point (in front) to clear path through other guests and anchor (rear) if necessary to watch for disruptions in the removal process.
- Do not stand around and argue. Resolve the problem quickly and return to your post.
- If a guest refuses to leave, do not physically force them to do so. Remain with the guest and contact the sheriff for physical removals, assist the officer if requested. Complete the in-depth incident report on the incident.

REASONS FOR GUEST REMOVAL

Removals are necessary for safety reasons and to enforce policies. Removals for most cases should be a last resort. Review the most common reasons for removals.

- Causing physical harm to anyone. Check with the Sheriff's Office and management for possible arrest.
- Threatening to cause harm to anyone.
- Damaging property. Check with the Sheriff's Office and management for possible arrest.
- Excessive verbal abuse.
- Extreme intoxication. Notify the Sheriff's Office. Check and verify ride or ask guest to wait for a ride. They should wait near the front or back gate.
- Theft of private property. Check with the Sheriff's Office and management for possible arrest.
- Dangerous actions, discharging fireworks, throwing objects, etc. – any act that threatens the safety of anyone. In this case immediately contact the Sheriff's Office.

Clark County Sheriff's Role

The Clark County Sheriff's Office personnel play a crucial role in the performance of our duties.

The Sheriff's Office will handle any guest who refuses to listen to your request. Before asking for the Sheriff's Office for help, exhaust all other measures. Then contact your supervisor, who will decide if it is necessary to call the Sheriff's Office.

Arrests or Citations

Anyone violating state or local law, including but not limited to: assault, trespassing and theft, can be arrested, consult management. Contact the Sheriff's Office.

If a member of the Clark County Amphitheater's event staff or a guest is assaulted, we may want to have the responsible parties arrested or cited. Bring all the involved parties to base or notify your supervisor. Once at base, the management, sheriff and coordinator will be notified.

Involved staff must complete an in-depth incident report.

MEDICAL AND EMERGENCY GUIDELINES

MEDICAL PROCEDURES

If anyone is injured, determine the extent of their injuries, comfort them and notify your supervisor.

Keep all spectators at a safe distance away from the injured. Medical personnel will need space to enter and perform their duties. You may return to your post or if necessary, assist the medical personnel.

If the injured guest wishes to go to first aid, escort them. If a guest refuses medical attention and you determine it is in their best interest to receive it, try to rationally convince them. If they still refuse, document their name and injuries and the fact that they refused medical attention on an incident report. An incident report must be completed for all medical situations.

SUPERVISORS: Check for all factors contributing to the injuries and take appropriate measure to have conditions made safe.

STAFF INJURIES

If a team member is injured, contact your supervisor or management and follow the Medical Procedures guidelines.

If injured (major or minor) while on duty, you must report to first aid immediately for documentation and complete workers comp form at the security office.

SUPERVISORS: If it's necessary to replace a team member, confirm this action with your manager and complete an incident report.

EMERGENCIES

You are responsible for the safety of our guests. In the case of extreme emergencies you may be called on to evacuate the facility. Please familiarize yourself with the procedures contained in the "Emergency Response/Evacuation Plan" prepared for the Clark County Amphitheater for detailed instructions on the handling of various types of emergencies that may arise.

CHAIN OF AUTHORITY

During emergencies your notification and instructions will generally come from management. However, in the event you are requested by the Clark County Sheriff's Office or the Fire Department to take certain action, such action shall become your first priority.

Supervisors will convey information they receive from management to their respective crews/staff.

Supervisors and/or staff should not give any information to anyone other than emergency response personnel such as the Sheriff's Office or the Fire Department, until you receive direct word from management.

NOTIFICATION

To alert supervisors and staff of a pending evacuation, the Clark County Amphitheater utilizes the following format:

YELLOW NOTICE (STAND-BY)

This is an alert to supervisors and staff that there is a potential to evacuate the facility. Make sure all gates are unlocked. If there are any guest questions, politely tell them that you have no information at this time. You must be very reassuring.

GREEN NOTICE (CONTINUE PERFORMANCE)

Means the green light has been given to continue the performance. Management will inform supervisors and staff about special circumstances, (i.e., change in performance) that will effect the show because of a yellow or red notice.

RED NOTICE (EVACUATE FACILITY)

Means that the facility will be evacuated, an official reason for the evacuation will be given to supervisors, to staff and to guests. You are to follow evacuation procedures.

All staff must be aware of the potential for evacuations without notice.

EVACUATIONS

In the event of a red notice, you will be asked to evacuate the facility. The following is a position guideline for evacuations.

TICKET TAKERS

Open all entrance gates, stand to side and instruct the guest not to run and to leave the parking area as soon as possible. If there is no lighting, use your flashlight to illuminate your respective gate. Do not permit guests back in unless notified to.

USHERS

Plaza-side reserved entrances

Stay in position; allow the guests enough room to access the exit ramp areas. Calmly direct guest to the exits, ask them to walk, not run. Use your flashlight to illuminate ramps and sidewalk at night.

Sections [XXX-XXX]

Step to side, behind entrance rail and illuminate path if necessary. Keep guest moving towards exit; ask them not to run. Answer questions quickly and remain calm.

Sections [XXX-XXX, XXX-XXX]

At the top of the steps, step to the side behind railing. Keep guest moving towards exit, answer questions quickly. Do not allow them to stop on steps. Illuminate steps at night.

VIP Boxes

Allow guests to exit through this area. Go to your nearest aisle steps and stand at the top, to the side. Keep all guests moving towards the exit. Use your flashlight to illuminate the steps at night. Note: the nearest steps will be the steps down toward the crosswalk between VIP boxes and sections [XXX-XXX].

SECURITY

Backstage Security

Remain at gates and instruct guests to exit the facility. Performers will be directed by the production office. Only All Access passes will be honored, politely explain situation to all other passes. Use your flashlight to illuminate walkway at night.

Barricade Security

Remain at post and politely ask guest to exit, use your flashlight to illuminate aisle at night. Inform guest who may be disoriented to the exits. Do not allow guests to linger around.

Mix Security

Stay on post and direct guests to nearest exit, use your flashlight to illuminate walkway at night.

Aisle-top Security

Stand to side and direct guest to the nearest exit. Use your flashlight to illuminate aisle to guest. After your aisle is partially clear, clear out any stray guests.

Section [000-000] and [000-000] Aisle-down Security Supervisors

These positions are in the Handicap sections, you are to clear a path for handicap guests to exit, escort them out of Amphitheater if necessary. Take large groups at one time. Use your flashlight to illuminate exit route at night. Barricade supervisor and lower Amphitheater supervisor will assist if necessary.

Lawn Security

Separate and take positions at lawn main steps, [side] plaza steps and [side] plaza steps. Use your flashlight to illuminate steps at night. Ask any stray guests to exit facility.

Main-gate and Blow-off Gate (VIP Entrance) Security

Open all gates and direct guests to parking areas; ask guests to remain calm. Illuminate gate area with flashlight at night. Main-gate security will also close north plaza restroom.

Perimeter Security

Remain on post and close your gate. Instruct guest where exits are; use your flashlight for lighting your area at night.

Roam Teams

Will split up and close the [location] and [location] plaza restrooms. Do not allow guest to enter, direct them to nearest exit.

Bike Patrols and Parking Area Security

Use your flashlight to become visible and illuminate walkways for guest. Direct guests to vehicles or off the property.

REMEMBER

- Remain calm and offer assistance. We want to clear the facility as soon as possible.
- Always use your flashlight at night, it will help identify you and it will also help guests see.
- Try to answer all questions and refer the rest to call administration at [360-000-0000].
- All positions remain on post until relieved by supervisor.

Sweep your area looking for stray or stranded guests. If there is a bomb scare, during your sweep do not touch any clothing, boxes, envelopes or packages left or discarded. Leave that to experts; immediately contact a supervisor or the Sheriff's Office and advise them of the location of these items.

There is no re-entering during an evacuation, use good judgment.

If there are intoxicated or stranded guests hold them at the front gate and contact the security office on the course of action.

INCLEMENT WEATHER

The most common emergency that affects the Clark County Amphitheater will be bad weather.

Rain

During rainstorms, remain at your post. We will get you some form of rain protection. Guests on the lawn are not permitted in reserved seating. Guests are not permitted to take plaza picnic table umbrellas out of tables.

If you are posted in the reserved seating area, do your best to keep the aisles clear, it's going to be difficult, so be cool, help is on the way!

Thunderstorms

During severe thunderstorms, guests will have the opportunity to go back to their vehicle until the storm has passed. Staff is encouraged to go into shelter during violent storms. You may utilize restrooms, administration, security office, etc. **Do not stand under tents or trees, nor allow guests to stand under tents or trees. Encourage guests to go their vehicles. In the event that guests are allowed to reenter the facility, make sure all guests are rescreened for security purposes.**

SHOW DELAYS

For a variety of reasons, a show may not start on time. If guests are asking the reasons for a show being delayed, contact your supervisor, who will get an answer from management. **Never answer unless you receive the official word.**

REPORTS

REPORT WRITING

Report writing is a critical part of your duties and at one point we all will be required to complete some kind of report. All reports are to be written in a clear precise manner. A well-written report can protect you and the Clark County Amphitheater.

INCIDENT REPORTS

These reports will help us keep a recorded reference of occurrences that take place at a given job or event site.

Reports are to be completed by any staff member involved in an incident. Fill in all information in specified areas on the report and turn it over to your coordinator at the end of each shift. Reports should be detailed and specific.

If you are on duty and a report needs to be completed, write down all pertinent information in a notebook.

Reports are necessary for the following incidents: RTL's, warning, altercations (physical and verbal), injuries, emergencies, first aid situations, complaints and any other significant occurrences. You should note all instances when you are called to a problem.

GUEST ACTIVITY REPORT

This report should be utilized for complaints, injuries, disputes etc. Our guest activity supervisor will recommend which report is most appropriate for a given situation.

The Clark County Amphitheater has assigned a team of supervisors to complete this report that covers a wide spectrum of situations that could arise at the Clark County Amphitheater, including altercations, injuries, complaints, arrests, request to leave, etc. They will also supervise all event staff report completion.

RTL (REQUEST TO LEAVE) LOG

A log containing all guests asked to leave in addition to incident reports will be kept at the South Gate area. All guests asked to leave must be documented on this form.

Supervisors will radio in or drop off all information regarding a RTL.

NOTES

If you are busy during an event and an incident arises, get a piece of paper and make notes. Your notes should include all pertinent information such as: names, addresses and phone numbers.

SHERIFF'S ACCESS TO REPORTS

The Sheriff's Office may need access to these incident reports for investigation purposes or for future event planning. If requested, provide the Sheriff's Office with the incident reports they request.

SECURITY

There are a lot misconceptions about the type of security that is performed at the Clark County Amphitheater. The correct term of our duties is crowd management. We are responsible for providing information and assistance while exacting compliance of the Clark County Amphitheater rules.

Regardless of where you are posted, the Clark County Amphitheater philosophy is to treat people better than the way you would expect to be treated. Strike up friendly conversations with guests, get them at ease and familiar with our policies. Take the time to **explain** why the policy exists.

GENERAL GUIDELINES

- Be active and alert
- Use your flashlight to illuminate guest paths at night
- Develop a positive rapport with guest in your area

ENTRANCE SECURITY

Some form of search will be conducted for all events. The following is a guideline for searches at the Clark County Amphitheater.

- Always say, "May I please check for non-admitted items?" Be polite and helpful. Remember to smile.
- Answer all acceptable questions. Refer difficult ones to your supervisor.
- All prohibited items must be discarded or returned to the guests' vehicles. Never accept responsibility for items discarded. Turn over any discarded items to the Sheriff's Office.

- All confiscated items must be turned in to security base. You are not allowed to keep any discarded or confiscated items.
- Do not physically touch anyone or their belongings when conducting a search. Visually check guests, coats, blankets, backpacks, etc. Have the guests open their own belongings, if a more extensive search is necessary.
- Random pat-down searches are not permissible. If necessary, contact the sheriff in emergency situations.
- If a guest refuses to be searched, politely explain the reasons for the search. If they still refuse, politely ask them to wait while you continue your duties and contact your supervisor.
- Supervisors will contact the Sheriff's Office, isolate and calm the guest, explain the reasons and options (in lieu of no-admittance, removal or arrest). If the guest still refuses, the Sheriff's Office will take necessary action.
- **Any guest that is extremely intoxicated due to alcohol or drugs will not be admitted to the Clark County Amphitheater. Contact the Sheriff's Office for assistance.**
- All persons entering the Amphitheater are subject to a search for prohibited articles as a condition of entry. Persons refusing to be searched may be refused admittance and will be refunded their ticket price.

PARKING AREA

Parking Area Security teams are to prevent the consumption of alcohol, ticket scalping, illegal or unauthorized merchandise sales, loitering, theft and any other activity that jeopardizes the integrity or well-being of any the Clark County Amphitheater guest, sponsor, contractor or employee.

- Be visible and active – let our guests know that you're there.
- Do not mill ("hang") around with friends, being inactive.
- No visitor is allowed to distribute or sell anything without authorization from management (i.e. "scalp" tickets, sell shirts, pass out fliers, etc..) Observe anyone doing so until your supervisor arrives.
- Confiscate all items and ask the offenders to leave the premises. Request sheriff assistance if necessary. All confiscated items must be turned in to the security office.
- No one is allowed to consume spirituous liquor or fortified wine on the premises; politely ask anyone doing so to discard it or return it to their vehicle. If they refuse, contact your supervisor. Supervisors will ask the guest to comply with request to discard or be removed by the sheriff from the premises and/or not be admitted to the performance.
- Alcohol confiscated in parking areas is to be drained on the ground in a suitable area. Do not keep any confiscated alcohol. Keep the empty containers and dispose of them properly.
- If you believe that minors are consuming alcohol on the premises contact the Sheriff's Office.
- Guests milling around the entrance of the Amphitheater; if they do not have a tickets, ask them to purchase one and enter or vacate the premises.
- If anyone is caught vandalizing property or if there is a theft, notify the sheriff and observe.

- Answer all acceptable questions and be helpful.
- Contact the sheriff for all removals and arrests.

BIKE PATROLS

Each team will have two members, with your main duties being patrolling the parking areas to insure guest and property safety. You must be very visible while enforcing all client rules within our guidelines.

Equipment

Everyone working on these teams will be issued a bicycle, helmet and radios. You are responsible for all equipment issued. It is your responsibility to make sure all are in good and safe working condition (proper tire air pressure, etc.). You are to report all major and minor damages immediately. An incident report must also be completed. You are to operate all equipment safely. Do not horse around or use equipment irresponsibly. Always be careful and give right of way to pedestrian and vehicular traffic.

Foot Pursuit

Only the Sheriff's Office and other law enforcement agencies are allowed to pursue suspects with vehicles. If you ever have to pursue a guest or suspect remember, safety comes first. Your speed during pursuit situations should be at a safe pace. Never physically touch any person or vehicle with equipment. During pursuit, call for sheriff assistance so they can make the physical stop. Get all pertinent information, a description of the suspect or automobile and keep visual contact. If you are able to detain a suspect without being physical, you may do so. Always call for assistance and never leave your bicycle unattended. Also never leave the client's property.

Smile and greet guests as you see them. Let them know you are there for safety purposes. Always be helpful and answer questions to the best of your ability.

WALL AND BARRICADE

Controlling access to these areas is your main responsibility. These areas are very visible to guest and performers. Be professional and calm.

Remember to:

- Never leave your post unless it is covered.
- Keep an active awareness of the crowd around you. Check to see what guests are most likely to cause difficulties.
- Remain focused on your duties. Do not turn around to view the performance.
- If someone is in the process of crossing into your area, do not push or shove them back. If they have already crossed into your area, escort them back to where they belong. Do not use unnecessary physical force.

- If a guest is completely cooperative after crossing into a restricted area, escort them back into their assigned area.
- If a guest is uncooperative or is a repeat offender, they should be asked to leave the facility.
- Never go into the crowd unless there is a major incident (fight, major injury, guest safety, etc.). If you have to go into the crowd, contact your supervisor. Bring as many partners as necessary for your safety.
- If anyone makes their way onto the stage, do not go after them. Stage security will be responsible for that person from that point.
- You may bring guests into restricted areas if their safety is at risk. Once inside, you must immediately escort them out of the area or get medical attention (whichever is most appropriate).

LAWN/BERM SECURITY

Security will provide a safe atmosphere for our guests to enjoy a performance.

- Discourage guests from entering or exiting via the sides or back of lawn berm. If a guest does not adhere to a polite warning, advise them they will be asked to leave if they persist.
- Deter late arriving guests from settling on the lower zone of the lawn, especially in front of guests who arrived earlier.
- No one is allowed to use anywhere for a urinal except designated restrooms. Doing so is a violation of Clark County laws. Contact the Sheriff's Office for removal.
- Make sure that you keep moving and be visible to our guests for any problems.
- If any guests attending a show disturb fellow guests, they should be asked to refrain. If the problem persists, the problem guests should be either moved or asked to leave. Consult with your supervisor before any action is taken.
- No guest problems should go without a response from security. This includes questions or problems.
- On sold out events we will "fill the lawn". This means asking guests to seat themselves at the bottom of the lawn as close as possible and work your way up filling in the lawn with guests.
- If you call for assistance on the lawn make sure that you identify your location in correct terms, using the seating section as a guide. At night use your flashlight as a guide for quicker response.
- "Filling the lawn", is the term we use for asking guests to sit at the forward most available point on the lawn. This will only take place on large shows. Guest should be asked politely to voluntarily do this for us. You should explain that it would help keep other guests from stepping in front of their view and taking up space between them.

PERIMETER SECURITY

Perimeter security is necessary to keep unauthorized individuals out of protected areas.

Use the following guidelines while securing the perimeter:

- Always check your area for any weaknesses in your barrier. If there are, check with your supervisor to see if it can be strengthened.
- Always remain focused on your area. Keep an active awareness to your surroundings.
- If there are individuals on the outside seeking a passage in, warn them to leave because they are risking possible arrest for trespassing.
- **WARNING! DO NOT ACCEPT GRATUITIES TO ALLOW SOMEONE ACCESS!**
- If anyone is caught crossing your perimeter, contact your supervisor (if possible). Remain calm and escort them to security base. Be careful of physical force.

First Offense

An incident report will be completed and a warning will be issued of arrest the next time for trespassing. If the individual is uncooperative, he will be arrested for trespassing after the first offense. This first offense must be documented in writing and the guest must be given a written notice not to return to be effective. The guest must be informed that they if they return, they will be arrested.

Second Offense

If the first offense was documented in writing then the second offense will result in immediate arrest.

Contact the sheriff and management immediately if we intend to have anyone arrested.

- Always notify your nearest co-worker in case you need assistance.
- Always make sure your post is covered before responding to a perimeter problem.
- If objects are coming across your perimeter, identify the culprit and contact your supervisor. If objects are deemed dangerous, notify the sheriff and management immediately.

AISLE CONTROL SECURITY

It is very important that we keep the aisles clear during performance. Remember the following:

- No one is allowed to stand on his or her seat. If large sections are doing so, start from the front. Ask guests verbally or with flashlight to sit down.
- In some instances, the crowd might surge forward into aisles. In such instances, remain calm and try to stop the flow at a lead point. Once you have stopped the flow, remain at the lead point until assistance arrives. (NOTE: If the situation is uncontrollable, remove yourself to safe location and contact the Sheriff's Office for assistance.)
- Overflowed aisles will be cleared from the rear by roam teams. Aisle security personnel will be positioned at the aisle entrance point, not allowing anyone into the aisle until it is cleared. People with seats in that specific aisle will have to wait until then.
- When clearing a surged aisle, do not check tickets. Send everyone out past the entrance

point. Explain to people who may have seats in a specific aisle that they will be allowed back to their seats after the aisle is cleared.

- Do not shove, push or use physical force when clearing people from the aisles.
- Always assist other teams in clearing aisles and checking tickets.

BACKSTAGE SECURITY

These areas include but are not limited to: backstage, dressing rooms, locker rooms, VIP parties and press conferences.

Remain focused on your duties and enforce all rules/policies. Be polite but cautiously firm. Everyone should have the proper credentials or authorization to be in this area (that includes co-workers and friends). If there are any problems, notify your supervisor.

Never leave your post to help someone find passes, people, food, etc. Explain to them that they have to find the responsible party themselves. Use good judgment when dealing with people in this area, they could be very important.

- You will be given a credential sheet and it will be explained in detail by your supervisor.
- Politely refuse gifts if offered to you.
- Never ask for food, autographs, memorabilia, etc.
- Never initiate conversations with performers or performers' associates.

QUICK RESPONSE TEAMS (QRTS) (ROAMERS)

These teams are usually grouped in twos and consist of a supervisor or very experienced staff member.

You are to enforce all client rules/policies and respond to all incidents. Wait until you are called before responding if you are not in the area.

If you are assigned to a specific area, stay there until your manager notifies you. If for some important reason you must leave your area, notify your manager immediately. Always stay with your partner. Stay active and be alert of guest activities.

USHERS

Ushers are to control access to aisles while checking every ticket to assure that our guests are in the correct section. Quickly and politely assist guests to their assigned seat. You have to keep your poise because it will get hectic at times, and keeping calm is a necessity.

General Guidelines

- Check every ticket for show, date and section.
- Work through intermission.
- Use your flashlight to read tickets and illuminate paths.
- Shine your flashlight to encourage guest from standing on seats.

Entrance Point Control

You are positioned at the main entrance and seating area. You are responsible for directing guests to the appropriate seating section.

If you are at this position alone, do not leave during heavy guest traffic. Use your flashlight or a directional explanation to direct guests to their seats. If there is very little traffic, you may show them directly to their seats.

If you are at a two-person post, the usher or security person will check a guest's tickets and monitor traffic flow while the other usher or security person directs the guest.

Politely prevent guests from milling around in the aisles or near the entrances to the aisles.

AISLE MONITORS

You must be very familiar with the aisle that you monitor. Be active and helpful. At this post you are to offer assistance to all guests that are not sure of their seat location. Work quickly but politely, answer questions and assist further if necessary.

Lost guests should be shown to their correct seat. Initiate the offer for assistance to guest with that lost look.

During busy times seek assistance from other team members.

TICKET TAKERS

Your ability to service hundreds if not thousands is the key to an enjoyable show for our guest. Arguably, this is one of the most important positions at the Clark County Amphitheater. You must be able to process a ticket, give directions, answer questions and re-check for prohibited items within seconds, while being pleasant to our guest.

Set the tone by:

Greeting The Guest

Always smile and say "Hello", "May I have your tickets please"

Be aware of the following locations: restrooms, seat locations, refreshment stands, guest services, first aid and security. Your knowledge of these locations will help assist you in answering some of our guests' most common questions.

Processing A Ticket

- Check for the correct event title and date.
- Tear the ticket along the perforated line of the two largest sections. Return main stub to guest, discard medium stub in ticket holder and for family special shows, tear and keep small stub in addition to medium stubs.
- You will be required to count and bundle tickets (drop count) at the end of each shift.
- If a fraudulent ticket is discovered, contact the Sheriff's Office immediately.

Intermission

During breaks or set changes it is important to our access control to continue your duties. Failure to do so can cause extra burden to you and your fellow team members. Points to remember:

- Not to allow guests to mill in the aisles or sit on walls, posts, etc. Ask them to return to their seats or please use the plazas to stretch and talk.
- Be ready for a very busy period (heavy guest traffic) when intermission is over. Do not be afraid to ask your supervisor or teammates for help.

**EMERGENCY
RESPONSE/EVACUATION PLAN**

EMERGENCY RESPONSE EVACUATION PLAN

INTRODUCTION

Human and naturally generated disasters can occur without any warning. When they occur, there is usually little or no time available for planning, organizing, training and equipping, which are all necessary elements in order to handle the situation properly.

This emergency procedure plan establishes the framework for an effective emergency response capability in the event of fire, bomb threats, severe weather, robbery/theft and unresponsive patrons.

WHAT IS AN EMERGENCY

An emergency is described in the “Life Safety Code Handbook” as a condition, which occurs, or is likely to occur, which may endanger the safety of the facility's occupants.

REPORTING AN EMERGENCY

INFORMATION TO PROVIDE

When reporting an emergency, use the codes noted in the chart below and calmly provide the following information: (This information will be provided to the person to whom you report.)

- Your name
- Job title
- Your exact location
- Type and location of incident
- Status of incident (e.g., Escalating)
- Injuries

Please remember that third parties may overhear radio transmissions. If possible, sensitive information should be communicated by telephone in a secured area.

EMERGENCY CATEGORIES

Following are the emergency categories noted in a quick reference guide that should be carried with all staff supervisors and operations personnel at all times on event days.

CLARK COUNTY AMPHITHEATER EMERGENCY PHONE NUMBERS

Operator CRISIS MANAGEMENT AND COMMUNICATIONS TEAM

Contact	Office	Home	Office Fax	Cell Phone
John Doe Operator	XXX-XXX-XXXX	XXX-XXX-XXXX	XXX-XXX-XXXX	XXX-XXX-XXXX

CLARK COUNTY AMPHITHEATER STAFF

Name/Title	Office	Home	Office Fax	Cell Phone
General Mgr.				
Marketing Dir.				
Op. Manager				
Prod. Manager				
Security Manager				
Maintenance Mgr.				

STATE/COUNTY/MUNICIPALITY/VENDOR TELEPHONE NUMBERS

SHERIFF	CONTACT	PHONE 1	PHONE 2	FAX
County Sheriff				
State Hwy. Patrol				
Washington State Police				
Federal Bureau of Investigation				

FIRE County Fire Marshall District Fire Station 6 District Fire Station 11	CONTACT	PHONE 1	PHONE 2	FAX
AMBULANCE County EMS District EMS 1 District EMS 2 District EMS 3	CONTACT	PHONE 1	PHONE 2	FAX
HOSPITAL SWWMC Legacy Red Cross	ADM.	PHONE 1	PHONE 2	FAX
POWER Local P&L Local Electrical Contractor Local Gas	CONTACT	PHONE 1	PHONE 2	FAX
WEATHER National Weather Service Local Weather Consultant	CONTACT	PHONE 1	PHONE 2	FAX
OTHER State Response Ctr/Toxic Spills State Poison Control State DFW County Animal Control Local Towing Service Local Security Alarm Co. Local Fire Sprinkler Co. Local Fire Alarm Co.	CONTACT	PHONE 1	PHONE 2	FAX

GENERAL GUIDELINES

Designate an Emergency Control Officer (ECO)

The ECO for the facility is _____.

Designate a Secondary (Alternate) Emergency Control Officer

The Secondary ECO for the facility is _____. This person will be the alternate ECO in the event that the ECO is not able to perform this function.

Designate a Media Spokesperson

The Media Spokesperson will be _____. See Media Guidelines below.

Command Post

A command post will be set up in a designated area during all emergencies. The Command Post for the facility is _____.

Alternate Command Post

An Alternative Command Post should be set up in the event that the Command Post is not available. The Alternative Command Post for the facility is _____.

Reporting to Command Post

The following persons are required to report to the Command Post: ECO, Security Manager, Event Staff Manager, Event Coordinator, Sheriff OIC, Fire Department OIC and Parking Director.

Command Channel

One channel of your radio shall be established as the Command Channel on which the ECO will have control of all communications. This channel will ONLY be used by the ECO and the following persons: Security Manager, Event Staff Manager, Event Coordinator, Sheriff OIC, Fire Department OIC, Concession Manager, Parking Director, Maintenance Manager, Production Manager and Designated Media Spokesperson. The Clark County Sheriff and Fire Department may also have a separate channel. Any other personnel who regularly uses the designated command channel should be directed to another channel. More than one non-command channel may be required, but it is recommended that all other employees on radio be directed into as few channels as possible. That Command Channel will be _____.

Other Personnel

All other personnel are directed to speak to their immediate supervisor and NOT to the ECO. All personnel should cease radio transmissions other than to their immediate supervisor, but should stay tuned to radio channel assigned for necessary information.

ECO Coordination

The ECO will advise and coordinate all actions with the emergency medical service, sheriff and fire departments and facility staff. Staff should strictly follow the instructions of the ECO.

Crisis Communication Plan

The Designated Media Spokesperson will immediately implement the Operator INC Crisis Communication Plan. If there is a law enforcement or fire event, no media will be released without prior approval by the Designated Media Spokesman.

Traffic and Crowd Control

The sheriff, in conjunction with private security and parking personnel, will provide traffic and crowd control and rescue personnel if needed.

Mass Casualty Plan

County, fire, EMS and local sheriff department will implement a mass casualty plan and will coordinate all communications with outside agencies.

Radio Transmissions

Practice proper radio etiquette at all times during an emergency. LISTEN.

- DO NOT REPEAT THE SAME MESSAGE THAT OTHER PERSONNEL HAVE ALREADY REPORTED.
- STAY OFF THE RADIO UNLESS ABSOLUTELY NECESSARY.
- When reporting an incident, give ONLY name, title, location, nature of incident and any injuries and current status (as well as information as requested by authorities). Be clear, concise and to the point (DO NOT EDITORIALIZE OR MAKE ASSUMPTIONS).

Concession and Merchandise Sales

The ECO shall determine if at all, concession and merchandise sales should be discontinued.

EVACUATIONS

In the event an evacuation is deemed necessary the following guidelines will go into effect. Additional evacuation announcements are located in the Severe Weather section of these guidelines.

EVACUATION ANNOUNCEMENT

The evacuation announcement will be made from the stage or the mix position by the Media Spokesperson or person designated by ECO (this person should be compatible with the audience for the particular event). Prior to evacuation announcement, emergency exits must be unlocked and cleared of any obstructions (bicycle racks, ticket drop boxes, etc.)

Speak clearly and calmly! Your professionalism will instill calm in the patrons and will assist an orderly evacuation.

Announcement if immediate evacuation is NOT YET NECESSARY.

Ladies and Gentlemen,

- *We are experiencing a report of an emergency (give location).*
- *The Fire Department and the Facility Management are investigating.*
- *IT IS NOT NECESSARY TO EVACUATE THE FACILITY, BUT if it does become necessary to evacuate the facility, or if you wish to do so, please exit in an orderly fashion through the NEAREST facility exit (if an exit is blocked, please instruct patrons as to which exits to use). DO NOT FIGHT THROUGH THE CROWD TO GET TO ANOTHER EXIT.*
- *Please remain calm and keep moving until you are outside the gate and wait for further instructions. An evacuation order has not yet been given."*

Announcement if immediate evacuation IS NECESSARY.

- *Ladies and Gentlemen,*
- *We are experiencing a report of an emergency (give location).*
- *The Fire Department and the Facility Management are investigating.*
- *Please exit in an orderly fashion through the NEAREST facility exit (if an exit is blocked, please instruct patrons as to which exits to use). DO NOT FIGHT THROUGH THE CROWD TO GET TO ANOTHER EXIT.*
- *Please remain calm and keep moving until you are outside the gate and wait for further instructions. (Depending on circumstances, relay information on ticket refunds, i.e., ticket refunds will be made (specify date other than today) at point of purchase.*

(CONTINUE TO REPEAT ANNOUNCEMENT UNTIL THE EVACUATION IS COMPLETE. If possible, a taped backup may be used; however, it is strongly suggested that a live person give the initial evacuation order.)

STAFF RESPONSIBILITIES DURING AN EVACUATION

ECO

The ECO will remain at Command Post.

Event Managers

The Event Managers, if any, will report to the ECO.

Production Manager

The Production Manager will notify Artist Representative and Production Staff of situation and will coordinate with Artist, Stage Manager and Stage Labor for termination of performance and evacuation of Artist and Production Staff under directions of ECO.

Director of Maintenance

The Director of Maintenance will maintain the integrity and safety of all utility (water, gas, electrical) and mechanical equipment in the facility. The Director of Maintenance should coordinate with law enforcement and fire safety agencies.

House Staff

Directions for your House Staff (ushers, ticket takers, guest services) is:

- Stay Calm. Do Not Panic. Do Not Run.
- Reiterate to patrons the directions and instructions given by the Media Spokesperson, but do not make any comments or give out any information other than as provided by your supervisor.
- Listen and follow instructions from your supervisor. These are the instructions which have been provided to your supervisor by the ECO.
- Assist patrons with a quick and orderly evacuation and provide them with assurance that the actions taken are for their safety.
- Do not let the crowd congregate near the entrance gates . . . keep them moving. The crowd should exit the facility in accordance with the instructions given by Media Spokesperson and ECO.
- Keep the entrance ramp and emergency lane clear to allow access for the fire equipment.
- Assist disabled patrons out of the facility.
- **ALWAYS REMAIN CALM.**

FIRE

CONSTANT SURVEILLANCE

All staff personnel should keep constant surveillance for the prevention of fires even though the dressing rooms, administration building and concessions kiosks are equipped with automatic sprinklers or other approved fire suppression devices.

TYPES OF FIRES

In order to make a decision about the appropriate equipment to use to fight a fire, you must understand the different types of fires.

Class A: Ordinary Combustibles – Wood, Paper and Cloth

Fires in ordinary combustible materials (such as wood, cloth, paper, rubber and many plastics) which require the heat-absorbing (cooling) effects of water or water solutions, the coating effects of certain

dry materials which retard combustion or the interrupting of the combustion chain reaction by halogenated agents.

Class B: Flammable Liquids – Oil, Gas, Solvents and Paints

Fires in flammable or combustible liquids, flammable gases, greases and similar materials which must be put out by excluding air (oxygen), inhibiting the release of combustible vapors or interrupting the combustion chain reaction.

Class C: Electrical Fire – Motors, Transformers and Generators

Fires in live electrical equipment; safety to the operator requires the use of electrically nonconductive extinguishing agents. (Note: when electrical equipment is de-energized, extinguishers for Class A or B may be used.)

Class D: Combustible Metals

Fires in certain combustible metals (such as magnesium, titanium, zirconium, sodium, potassium, etc.) which require a heat-absorbing extinguishing medium that does not react with the burning metals.

FIRE EXTINGUISHERS

General Information

- Before using an extinguisher on a fire, remember that fire extinguishers are designated for use on small fires only and are not a substitute for the notification of the fire department. ALWAYS CALL THE FIRE DEPARTMENT FIRST and then attack the fire.
- Be familiar with the operation of fire extinguisher units. All extinguishers must have nameplates that must show the approval stamp, the numerical rating of the extinguisher and the operating instructions.
- Fire extinguishers should be placed in locations where they are easily seen and cannot be easily damaged. They should be hung within easy reach.

Proper Use of Hand Held Extinguishers (PASS)

- Note: Foam and water extinguishers require slightly different action. Read the instructions.
- After selecting the proper extinguisher for the type of fire:
 - PULL: Pull the safety discharge pin quickly and sharply. (Some units require the releasing of a lock latch, pressing a puncture lever, inversion or other motion.)
 - AIM: Aim the extinguisher nozzle (horn or hose) at the base of the flame.
 - SQUEEZE: Squeeze or press the handle.
 - SWEEP: Sweep from side to side at the base of the fire, attempting to blow the fire off the burning material. Watch for reflash. Move in close; pull apart the burned area to get at hot spot. Discharge the contents of the extinguisher.

Fires That Cannot Be Controlled With A Fire Extinguisher

If the fire cannot be controlled with the extinguisher, attempt to isolate the fire and leave the area.

Maintenance of Fire Extinguishers

It is important that all fire extinguishers are fully maintained and are in their proper places. The Director of Maintenance is responsible for maintaining the fire extinguishers.

Location of Fire Extinguishers and Fire Systems

Below are the locations of fire extinguishers and fire systems: (Make list and attach maps.)

GENERAL PRECAUTIONS TO TAKE IN CASE OF FIRE

- If you suspect a fire, your first action always should be to notify the proper authorities and ECO.
- Breathing smoke and toxic fumes in fires often is the cause of injury and death. The spread of toxic fumes may be the most immediate threat to an area.
- When evacuating through heavy smoke, it may be safest to crawl, breathing the air at floor level.
- If you are unsure of the source or cause of a fire, do not spray water on it. Spraying water on a liquid fire may cause it to spread. Water used in an electrical fire may cause severe electrical shock.
- Fires can move very quickly. If you are trying to put out a fire, always be sure you have an exit route.
- In a structural fire, be watchful for falling materials weakened or burned by the fire.
- Be cautious about opening doors during a fire. The inward rush of air can cause fire to flare or explode outward. Before opening a door, always feel the surface of the door. If the surface is hot, do not open the door. If the surface is cool, open the door slowly with your face and body away from opening.
- Know how to use fire extinguishers.
- If a person's clothing catches fire, force him/her to the ground and smother the flames with a coat, blanket or other heavy material if available. Simply forcing the person to roll on the floor may extinguish the fire.

REPORTING THE FIRE

If you smell smoke, gaseous vapor, feel excessive heat or see flames you must immediately report this to your supervisor or ECO over the radio or by using phone ext. _____. If supervisor or ECO do not respond immediately report the incident to administration on channel _____.

Information Needed when Reporting a Fire

To report a fire, calmly provide the following information:

- Name

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- Title
- Location
- Type of fire
- Containment (whether or not the fire is spreading)
- Injuries

Remain Calm. Do Not Panic. Your professionalism will control panic and the actions of others.
Do Not Shout Fire. Remember PANIC is deadly. The greatest danger in fires is **PANIC** caused by smoke or individual fear.

Reporting a Small Fire

- **Inform Supervisor or ECO immediately.** Provide your name, title, location and type of fire, containment and any possible injuries.
- Get the nearest fire extinguisher and attempt to put out the fire using the PASS system described above.
- If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
- Keep patrons and other unnecessary employees at a safe distance.

Reporting a Large Fire

- **Inform Supervisor or ECO immediately.** Provide you name, title, location, type of fire, containment and any possible injuries.
- If the fire is too large to control with a fire extinguisher, attempt to isolate the fire by shutting all doors in the fire area.
- If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
- Keep patrons and other unnecessary employees at a safe distance.

When You Smell Smoke

- **Inform Supervisor or ECO immediately.** Provide you name, title, location, type of fire, containment and any possible injuries.
- Try to locate the source and the exact location of the smoke. If the smoke is coming from under a doorway, feel the door. If the door is hot, DO NOT OPEN IT.
- If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
- Keep patrons and other unnecessary employees at a safe distance.

If You Feel Excessive Heat

- **Inform Supervisor or ECO immediately.** Provide you name, title, location, type of fire, containment and any possible injuries.
- If a door is hot, DO NOT OPEN IT. Close all doors in the area to isolate the heat.

- If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
- Keep patrons and other unnecessary employees at a safe distance.

Reporting a False Alarm

- **Inform Supervisor or ECO immediately that** no Code Red exists.
- Your supervisor will notify the fire department.
- The ECO will then meet the fire department and investigate the cause of the alarm.
- The ECO will give the “all clear.”

LOCATION REPORTING PROCEDURES

All personnel should be aware of reporting procedures during a Code Red Emergency, which are as follows:

Where to Report During a Confirmed Fire

- The ECO will radio all department managers/directors as to the area to initially report during a Code Red Emergency (this may be your designated area for evacuations or the Command Station – the ECO will make this call).
- If it is a confirmed fire you will be assigned specific evacuation duties.
- If it is a false alarm you may return to your position only after the “all clear” is given by the ECO.

Where to Report While a Fire is Being Investigated (Standby Status)

- All staff should continue to perform normal working responsibilities, but be prepared to perform evacuation duties at any time.
- Keep all emergency means of egress clear.

RESPONSIBILITIES

Fire Department

Once the fire department arrives, they are in charge. All personnel must follow their instructions.

ECO

The ECO will:

- In Absence of Fire Department
 - Coordinate with the Sheriff’s Office to determine necessity of evacuation. In an emergency situation where the fire department is not present the ECO must immediately determine if evacuation is necessary.
 - Notify concessionaire, caterer and other vendors that may be using gas/propane-

- cooking apparatuses to turn off their tanks.
- Direct the Media Spokesperson to make a public announcement regarding evacuation.
- **In Presence of Fire Department**
 - Coordinate with fire department. The ECO is responsible for coordinating all activities between the fire department and the facility supervisors and staff.
 - Meet the fire department at the Command Post and will inform them of the location and nature of the fire.
 - Join the fire department to determine whether the situation is under control or if an evacuation is necessary.
 - **Follow any instructions given by the fire department.**
 - Direct the Media Spokesperson to make a public announcement regarding evacuation.
 - Give the “all clear” signal once the situation is determined to be under control.

Event Managers

The Event Managers will:

- Immediately report as directed by the ECO.
- Inform staff supervisors to perform specific duties and evacuation responsibilities.
- Support the ECO and perform any duties that need to be managed.
- Coordinate the evacuation of the amphitheater according to the ECO's instructions, if evacuation is required.

Production Manager

The Production Manager is responsible for the quick and orderly evacuation of the stage house, dressing room and catering areas. The Production Manager will:

- Notify the Artist's Production or Tour Manager.
- Notify the Local Labor Head.
- Evacuate to the backstage drive area.
- Make a final check of the backstage area to see that everyone is out and the area is completely evacuated.
- Once the evacuation is complete, have the Labor Head, the Tour Manager, Catering and Maintenance do a head count to insure all people are accounted for.
- Know the exact location and nature of the fire and, if safe to do so, wait as close as possible to the scene to meet the ECO and fire department if the fire is backstage.

Director of Maintenance

The Director of Maintenance will:

- Turn off all flammable gas and non-emergency equipment.
- Keep driveway clear for emergency fire equipment.

BOMB THREAT AND/OR EXPLOSIVES

CODE YELLOW

A bomb threat could come in many forms, i.e., telephone threats, written threats and the incidental location of suspicious items. The following procedures are to protect the facility against a bomb threat. Treat every threat as real until dismissed by authorities. Specific communication procedures directly follow each type of threat.

PURPOSE

The purpose of this section is to establish procedure to handle incidents involving bombs and explosives. These procedures are derived from the Clark County Sheriff's Office General Orders 4.25 (Bombs and Explosives). The guidelines stated below have been modified to address specific concerns if such an incident occurs during an event at the Amphitheater.

General Responsibilities

The Sheriff's Office will assume responsibility over all incident involving bombs and explosives in a pre-blast stage. In the event of an actual explosion the incident command shall be turned over to Fire District #6. At a minimum, the Sheriff's Office shall provide or assist in providing the following:

- A situation estimate
- A liaison officer of supervisory rank
- Control of emergency vehicles ingress/egress routes
- Perimeter and traffic control – minimum 300 feet
- Evacuation, if necessary

Receiving Threats/Intelligence Gathering

The number one concern in a bomb threat situation is the protection of building occupants. Minimizing the impact on operations and the actual identification and disposal of an explosive device is secondary. Any employee that receives a bomb threat should fill out the Call Taker's Checklist attached here as Exhibit "D" that will provide the following information:

- When is the bomb going to explode?
- Where is the bomb?
- What does it look like?
- What will cause the bomb to explode?
- Did you place the bomb?
- Why did you place the bomb?
- What is your name?
- What is your address?

- What is the exact wording of the threat?

Listen for identifiers

- Estimate Age of the Caller
- Gender of Caller
- Listen for any unusual characteristic of Caller's voice
- Listen for background sounds
- Immediately after hanging up from the call, lift the receiver and press "*69" or access "Caller ID"
- Employees receiving bomb threats will immediately notify the Clark County Sheriff's Office.

If directed by a ranking supervisor of the Sheriff's Office, employees will evacuate the building and/or grounds.

General Safety Considerations

Anyone encountering a suspect bomb and/or explosive device should:

- Report the suspected bomb immediately to the Sheriff's Office.
- Not touch the suspected bomb and/or explosive device
- Not transport the suspected bombs and/or explosive device
- Not transmit on radios
- Accurately describe the device or package without touching or moving it

Sheriff's Office Responsibility

- Arrive on the scene and take command
- Establish a Field Command Post
- Advise responding personnel of the appropriate safety considerations. Ensure that a situation estimate has been established and has been communicated to the General Manager and to appropriate command personnel. At a minimum, this should include:
 - Location of incident
 - Type of area involved
 - Ingress/egress routes from emergency vehicles
 - Additional personnel required
 - Location of staging area
 - Location of Field Command Post
- Sheriff's Office Personnel will require that radio transmissions be curtailed within a quarter mile radius under the following conditions:
 - There is reason to believe the device will function electronically, the suspected device is located and the method of initiation is unknown.
 - Medical and Fire personnel will depart the scene prior to removal or render safe attempts.
- Sheriff's Office personnel will be dispatched to maintain:

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- Ingress/egress routes for emergency vehicles
- Perimeter control to keep unauthorized vehicles and pedestrians out of the area in accord with direction from Incident Command

Portland Explosive Disposal Unit

Portland Metro Bomb Disposal Unit has signed a Metropolitan Explosive Disposal Unit Intergovernmental Agreement with the Clark County Sheriff's Office. The agreement provides an Explosive Technician to respond upon request to render safe improvised or contraband explosives, destroying unsafe or contraband explosives, or hazardous explosive chemicals, and investigating criminal incidents involving explosives. The Sheriff's Office will take responsibility for activating the unit.

Evacuation

Evacuation of the facility will be the decision of the General Manager. This evacuation policy may be circumvented by the Clark County Sheriff's Office, and an evacuation ordered, if extenuating or mitigating circumstances would indicate to them that the bomb threat or presence of a bomb is probably valid.

Care will be taken to ensure that there is no panic while completing the evacuation. Evacuations will be conducted in accordance with approved Sheriff's Office procedures.

Control Procedures

- The ECO should establish strict procedures for control and inspection of packages and material entering critical areas.
- The ECO should develop a positive means of identifying and controlling personnel who are authorized access to critical areas.
- Security and maintenance personnel should be alert to suspicious looking or unfamiliar persons or objects.
- The ECO should instruct all security and maintenance personnel to make periodic checks of all restrooms, stairwells, under stairwells and other areas of the facility to assure that unauthorized personnel are not hiding or reconnoitering or surveying the area.
- The ECO should assure adequate protection for classified documents, proprietary information and other records essential to the operation of the facility. It is recommended that regular backups of all computers be performed and that such backup tapes be stored off-site. A well-planted properly charged device could, upon detonation, destroy those records needed in day-to-day operations. Regular back-ups of computers should be completed on a timely basis.
- The ECO should instruct all personnel, especially those at the telephone switchboard, in what to do if a bomb threat call is received. At a minimum, every telephone operator should be trained to respond calmly to a bomb threat call and to fill out a bomb threat checklist.

TELEPHONE BOMB THREATS

Handling Incoming Telephone Bomb Threats

- Bomb Threat Checklist. All personnel who handle incoming calls will be supplied a Bomb Threat Checklist. The Checklist will include questions as those identified in the “Intelligence Gathering” portion of this manual. All personnel who handle incoming calls should become familiar with the questions. Attempt to fill out the Telephone Bomb Threat Checklist, which will be located near your phone, to the best of your ability.
- Remain calm. The person who is handling the call should remain calm; do not panic.
- Concentrate on writing down the exact wording of the message. Listen carefully for details that could prove valuable in evaluating the threat.
- Use a telephone recorder, if available. If possible, have another worker monitor the call.
- Keep the caller on the line as long as possible.
- Ask the caller all the questions on the Bomb Threat Checklist.
- Do the Checklist.
- Do not answer other calls.
- If possible, and/or equipment is available, attempt to trace call.
- Person receiving bomb threat should not receive further incoming phone calls after caller has hung up. Make no communications except as noted below. Remain concentrated on filling in the Bomb Threat Checklist.

Notification of Telephone Bomb Threat

- Remain calm.
- Notify ECO, in person or by telephone (whichever is quicker); however, use a different telephone and telephone line. If superiors are unavailable, call Sheriff directly (911).
- **Never use a two-way radio, cellular phone or portable phone.**
- Call taker must report to the Command Post after making all notifications.

WRITTEN THREATS (LETTER AND PARCEL BOMBS)

Although less frequent than a telephone threat, written threats must be evaluated carefully as one received on the telephone. The information that follows will help you understand what a possible written threat may look like:

Receipt of Written Threat

Once threat is recognized, further handling of the document should be avoided to preserve evidence. If you receive an item that you believe may be a written threat, you should contact the person to whom it is addressed to see if they were expecting such a package. You may also call the sender to verify the contents.

- DO NOT photocopy.
- DO NOT attempt to open.
- DO NOT handle and, if possible, leave where found and secure the area.
- DO NOT place in a confined area.
- DO NOT cover.

Notification of Written Bomb Threat

Notify ECO, in person or by telephone (whichever is quicker). If unavailable, call Sheriff directly (911).

Common Characteristics of Letter and Parcel Bombs

- Type of Mail
 - Priority or Special Delivery.
 - Restrictive Endorsements such as Confidential, Personal, To Be Opened By Addressee Only.
- Visual Distractions
 - Fragile, Rush, Handle with Care.
 - Excessive postage (usually postage stamps).
 - Fictitious or no return address.
 - Poorly typed or handwritten addresses.
 - Incorrect titles, titles but no name, misspellings of common words.
 - Oily status or discoloration, strange odor, excessive or uneven weight distribution, excessive binding material: masking, electric or strapping tape, string twine, rigid, lopsided or uneven envelope; protruding wires, screws or other metal parts.

SUSPICIOUS ITEMS

Be Aware of Suspicious Packages

All staff members should be aware of suspicious packages, bags or items left behind or out of place. Suspicion should be aroused by the shape, location or noises of the particular package or bag.

Do Not Handle or Touch Suspicious Packages

If you see something suspicious: Do not touch, move or disturb such items. Bombs and explosives are made to explode and there are no safe methods for handling them.

Notification of Suspicious Packages

Do Not Use Your Radio to Call Dispatch. Radios, including hand radios, should not, unless absolutely necessary, be used due to the possibility of detonating an electric blasting cap by radio transmissions.

Call Dispatch by phone immediately, using Code Yellow, **NEVER** use the word **BOMB** over the

radio, cellular phone or portable phone. Provide your name, title, locations of object, and describe the object's size and shape.

Secure the Area

Keep all persons away until help arrives. Get away from suspicious object.

- Move any and all persons away NOT toward or past a suspicious item.
- Once the area has been evacuated, report to the Command Post.

RESPONSIBILITY OF PERSONNEL

Executive Director/Director of Operations

- Contact the local sheriff and bomb search officers immediately.
- Do not use radios, portable phones or cellular phones until cleared.
- Report to Command Post to obtain information from the operator who received the bomb threat or to the location of suspicious item or package.
- Assess the situation and coordinate all search activities between the sheriff/bomb squad and the facility. Specific duties will be assigned.
- Initiate a quick search in the area indicated by the bomber using squad leaders and other key personnel.
- Evacuation will be conducted on the authority of the sheriff/bomb squad in coordination with the ECO.
- A departmental search, assisted by sheriff, will proceed through all areas. See search procedures section.
- If a bomb is found, do not touch or disturb it in any way. (See Suspicious Items above 3-4 regarding Notification of Suspicious Items.)
- Evacuation of personnel should start with those located nearest to object. Evacuate to a protected area at least 1,000 feet from the object. (See Evacuation Procedures.)
- Notify any and all radio stations, news reporters and their camera people to halt the use of microwave or other transmitter equipment (these devices could possibly trigger an explosive device).

Event Managers

- Do not use radios, cellular phones or portable phones until cleared.
- Proceed as directed by supervisor and ECO.

Production Manager

- Do not use radios, cellular phones or portable phones until cleared.
- Notify Artist Production Manager to halt the use of microwave or other transmitter equipment (these devices could possibly trigger an explosive device).
- Notify video personnel to halt the use of microwave or other transmitter equipment (these devices could possibly trigger an explosive device).

SEARCH PROCEDURES

Once the ECO has notified the proper authorities of a bomb threat, the facility's trained search teams should conduct a search.

Search Teams

Search teams should be selected on a volunteer basis prior to a bomb threat and should be trained and prepared in this area. The training should be coordinated with the Sheriff's Office. These teams should be selected from facility personnel familiar with specific areas of the building. Search personnel should be thoroughly familiar with all hallways, restrooms, false ceiling areas and every location in the building where an explosive or incendiary device may be concealed. It is advisable to provide all team members with some sort of distinguishing marking which identifies them as such.

Emergency Assistance

The ECO should notify the necessary authorities to provide for bomb disposal, firefighting, rescue, medical and other emergency assistance (in most areas this is done automatically by the authorities when you dial 911).

Materials

Each searcher should have the following items:

- Flashlight.
- Tape, twine, chalk or crepe paper to mark searched areas.
- Ladders should be available, if needed.
- Master key set.

Search Procedures

- Do Not Use Two-Way Radios.
- Start on the outside and work toward the inside.
- Special caution should be exercised when checking doors for the presence of booby traps or anti-disturbance switches.
- When possible, searches of elevators, utility closets and basement areas that contain large machinery should at least be guided by maintenance personnel familiar with the facility.

Search Procedures - Outside

Thoroughly search all outside areas very carefully as follows:

- Shrubs, window boxes, trash containers, ornamental structures, vehicles parked around the building, etc.
- Building entrances and lobbies.
- Public areas (restrooms, stairways, elevators, elevator shafts, etc.).

Search Procedures - Inside

- Search any logical bomb targets before searching elsewhere.
- Do not turn on lights that are off. Use flashlights for these areas.
- Lamps, rugs, drapes, blinds, pictures and light switches should not be disturbed without first determining whether a booby trap switch mechanism is involved.
- Once in the room, the searcher(s), with eyes shut, should listen quietly to identify and classify background noises as either usual or unusual.
- Divide the rooms into areas of responsibility, giving each searcher an equal number of places to search. (After searching places designated to one searcher, searchers in a room should switch places and search the area just searched by the other searcher.)
- Progress in stages (e.g., floor to waist, waist to eye-level, eye-level to ceiling, and under false or suspended ceilings).
- Make a visual search.
- Make physical search.
- As a room is determined to be cleared by the searchers, chalk or tape can be used to indicate that the area has been searched.

Locating a Suspect Device

- Do Not Touch It.
- Do not assume it to be the only one.
- Note its location, description and proximity to utilities (gas lines, water pipes and electrical panels).
- Once a suspicious item has been found, evacuate all personnel, including all search parties, and report back to the Command Post.
- Report information to ECO.
- Continue the search for other suspect devices.
- As a room is cleared, chalk or tape can be used to indicate that the area has been searched.

SEVERE WEATHER

CODE BLACK

NOTIFICATION

The ECO is responsible for notifying and evacuating staff, artist and patrons if severe weather exists.

RESPONSIBILITIES

Director of Operations

Early Warning. There may not be protective shelter large enough for all patrons in the event of a tornado, hurricane or dangerous winds. Therefore, it is imperative what warnings are given early allowing time for an orderly evacuation of the facility if needed. Give the patrons the choice to stay in the facility or return to their car.

Non-Sheltering Areas. Do not let patrons take shelter under any tents during severe thunderstorms or severe winds.

Possible Delay of Event. These storms often roll quickly through your area; therefore, the timing of storm watches and warnings in relation to the times of opening the parking gates and facility doors can be critical. If possible, steps should be taken to make media announcements to delay these event times until watches and warnings have cleared.

ANNOUNCEMENTS

The Media Spokesperson or other designated person will make the Severe Weather announcement from the stage or from the mix position. During a power outage, the announcement will be made from the emergency public address system. If you do not have a permanent public address system, use a portable broadcast system (bullhorn). General announcement for evacuations are noted in the Evacuation Section of these guidelines; however, more specific announcements are noted in the Thunderstorm Warning and Sections that follow.

WATCHES/WARNINGS/ACTIONS

The National Weather Service (NWS) will issue watches and warnings for any of the following conditions:

Severe Thunderstorm Watches

Description. When conditions are favorable for severe weather to develop, a severe thunderstorm WATCH is issued. A Severe Thunderstorm Watch tells you when and where severe thunderstorms are more likely to occur. Watch the sky and stay tuned to the NWS to know when any possible warnings are then issued. Watches are intended to heighten public awareness and should not be confused with warnings. A Watch means that conditions are present for the formation of severe thunderstorms. These storms may include heavy rain, hail, dangerous lightning and dangerous winds.

Responsibility of Director of Operations. The Director of Operations will inform all supervisors and ECO that a watch is in place.

Severe Thunderstorm Warnings

Description. A severe thunderstorm WARNING is issued when severe weather **HAS** been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm. This means that severe thunderstorms **ARE** in the area. These storms may include heavy rain, hail, dangerous lightning and dangerous winds.

Responsibility of ECO. The ECO will:

- **If the warning occurs Before Event:**
 - Hold doors.
 - Direct Media Spokesperson or other designated spokesperson to make P.A. and radio station announcement: "Ladies and Gentlemen: The National Weather Service has issued a severe thunderstorm warning for our area, please seek shelter off-site and listen to local radio stations for warning to be lifted. Please exit in an orderly fashion through the nearest facility exit. Do not fight through the crowd to get to another exit. Please remain calm and keep moving." (Continue to repeat announcement until warning is lifted.)
- **If the warning occurs During Event:**
 - Delay event, if possible.
 - Direct Media Spokesperson or other designated spokesperson to make P.A. and radio announcement: "Ladies and Gentlemen: The National Weather Service has issued a severe thunderstorm warning for our area. You are encouraged to return to your vehicle and seek shelter and listen to your local radio stations for warnings to be lifted. Please exit in an orderly fashion through the nearest facility exit. Do not fight through the crowd to get to another exit. Please remain calm and keep moving." (Continue to repeat announcement until evacuation is complete.)

CIVIL DISTURBANCE

OUTSIDE THE FACILITY

Prior to the Event

Responsibilities:

- **Executive Director**
 - Meet with the Sheriff's Office, Operator Corporate and ECO to determine whether or not to postpone or cancel the event.
 - Direct Media Spokesperson as to statement to be made.

- **ECO**
 - Secure building by directing Security and Law Enforcement to secure perimeter of facility and parking lots and close and lock all gates.
 - Subject to advisement of law enforcement officials, evacuate all staff from facility or direct all staff to report to a secure location as directed by ECO.
- **Maintenance Director**
 - Secure all utilities.
 - Secure all facility vehicles.
 - Secure all buildings and structures.
- **Sheriff**
 - Respond per Sheriff's Office general policies to address disturbance.
 - Meet with General Manager and ECO to assess the impact of the civil disturbance on the event and community resources.

During the Event

Responsibilities:

- **General Manager**
 - Meet with law enforcement officials and ECO to determine whether or not to postpone or cancel the remainder of the event.
 - Direct Media Spokesperson as to statement to be made.
 - Suspend alcohol sales and, at ECO's direction, suspend concession sales.
- **ECO**
 - Meet with law enforcement officials and General Manager to determine (I) the nature, scope and potential impact of civil disturbance to patrons, performers, staff and facility and (ii) whether or not to cancel or postpone the remainder of the event.
 - Secure facility by directing Security and Law Enforcement to secure perimeter of facility and secure all parking lots and gates.
 - Suspend all unnecessary radio communications. All communications should follow ECO chain of command.
 - Subject to advisement of law enforcement officials, evacuate all patrons from facility or direct to a secure location.
 - If necessary, when patron evacuation is complete, evacuate from facility or to a secure location.
- **Production Manager**
 - Notify Artist Tour and Production Management of civil disturbance and possible termination of the event.
 - Inform Stage Labor Chief of civil disturbance and possible termination of the event.
 - Request Artist assistance in making announcement from stage informing patrons of the situation.
 - Secure Artist and Stage from potential injury or damage to equipment.
 - Suspend any and all admittance backstage to non-essential personnel.
 - If necessary, evacuate Artist from facility or to a secured location, as directed by ECO.

- **Maintenance Director**
 - Secure all utilities.
 - Secure all facility vehicles.
 - Secure all buildings and structures.
- **Security Chief**
 - Secure administration and production facilities.
 - Secure Box Office and all concessions and merchandise facilities.
 - Secure stage, mixer area and spotlight or lawn sound towers.
 - Re-deploy all security personnel in non-critical areas to entrance/exit gates.
 - Suspend ingress of any patrons into the facility.
 - Maintain calm and professional attitude of security staff.
 - Assist law enforcement personnel inside the facility.
- **Sheriff Officer in Charge.**
 - Coordinate law enforcement response and necessary assistance.

INSIDE THE FACILITY

Responsibilities.

- **Executive Director**
 - Meet with law enforcement officials, Venue Affiliate Senior Management or Operator Management and ECO to determine whether or not to postpone or suspend the remainder of the event.
 - Direct Media Spokesperson as to statement to be made.
 - Suspend alcohol, concessions and merchandise sales.
- **ECO**
 - Meet with Security and law enforcement officials to determine the nature, scope and potential impact of civil disturbance to patrons, performers, staff and facility.
 - Suspend alcohol, concessions and merchandise sales.
 - In conjunction with security and law enforcement officials, try to isolate and contain the civil disturbance and remove all non-participants from the area.
 - Re-deploy security and law enforcement personnel from non-critical positions to containment areas.
 - Suspend all unnecessary radio communications. All communications should follow ECO Chain of Command.
 - Secure facility by directing Security and Law Enforcement to secure perimeter of facility and parking lots.
 - Subject to advisement of law enforcement officials, evacuate all patrons from facility or direct to a secure location.
 - If necessary evacuate staff from facility or to a secure location.
 - Direct facility staff to document, photograph and/or videotape disturbance. Copies should be sent to Operator legal counsel.

- **Production Manager**
 - Notify Artist Tour and Production Management of civil disturbance and termination of the event.
 - Inform Stage Labor Chief of civil disturbance and possible termination of the event.
 - Request Artist assistance in making announcement to diffuse the situation.
 - Secure Artist and stage from potential injury or damage to equipment.
 - Suspend any and all admittance backstage to non-essential personnel.
 - If necessary, evacuate Artist from facility or to a secured location, as directed by ECO.
- **Maintenance Director**
 - Secure all utilities.
 - Secure all facility vehicles.
 - Secure all buildings and structures.
- **Security Chief**
 - Secure administration and production facilities.
 - Secure Box Office and all concessions and merchandise facilities.
 - Secure stage, mixer area and spotlight or lawn sound towers.
 - Re-deploy all security personnel in non-critical areas to entrance/exit gates.
 - Suspend ingress of any patrons into the facility.
 - Maintain calm and professional attitude of security staff.
 - Assist law enforcement personnel inside the facility.
- **Sheriff (OIC)**
 - Coordinate law enforcement response, and necessary assistance.

ALCOHOL POLICIES AND PROCEDURES

ALCOHOL POLICIES AND PROCEDURES

The responsibility for ensuring the legal and responsible sale and consumption of alcoholic beverages at the Amphitheater is the job of all employees. Effective alcohol management depends on a team approach. Observation and communication are key elements of this policy.

The following policies in regard to alcohol usage have been developed for the Amphitheater and will be implemented during operations:

- Alcohol will be sold only at Amphitheater events where its use does not create undue danger to guests, staff or the public at large.
- Alcohol sales will be strictly controlled and limited to adults of legal age who are not under the influence of alcohol or drugs. All guests will be **required** to present a legal I.D. when requested. No alcohol will be served to guest who fails to present a legal I.D.
- The quantity of alcohol sold to any guest will be limited by the judgment of management, and/or the server, as it relates to the nature of the event and/or the apparent sobriety of the guest. A pre-show assessment will be made for every event to decide any drink limits and cut-off time of sales. The assessment will be based on past experiences and information from other venues on the same or similar events.
- At events where it is expected many of our guests will be underage, we may elect to sell only one alcoholic beverage to each customer of legal age. If an event attracts a predominantly underage audience, the sale of alcohol may be limited or prohibited.
- We encourage and provide non-alcoholic beverages as an alternative to alcohol. We also encourage the consumption of food along with alcoholic beverages and make food available at convenient locations.
- Any person that serves alcoholic beverages and any person that supervises beverage servers must have successfully completed an approved server training class.
- Alcoholic beverage sales will be cutoff at least 45 minutes before the end of the event, with the goal of providing our guests at least one hour from the end of sales to the time they reach their vehicles.
- Intoxicated persons will not be permitted to enter the Amphitheater.
- Intoxicated persons will not be permitted to buy alcoholic beverages and may be escorted from the Amphitheater.
- The consumption of alcohol in the parking lots is not permitted. Lots will be patrolled with the goal of eliminating alcoholic beverage use.
- Alcoholic beverages may not be brought into the Amphitheater. If necessary, guests will be searched to prevent the illegal entry of alcohol into the Amphitheater. Alcoholic beverages purchased inside the Amphitheater are not permitted to be taken from the Amphitheater.
- The Amphitheater provides, as an option to our guests, the opportunity to become "Designated Drivers". This program encourages guests to volunteer not to drink and drive

by providing guests with coupons for complimentary soft drinks. The Designated Driver program is administered through Amphitheater Management and is open for all events.

ALCOHOL CONTROL

Some signs of alcohol impairment that servers and other personnel are trained to watch out for:

- Being overly friendly
- Bragging or false bravado
- Loud speech
- Stumbling---bumping into furniture or other guests
- Unable to sit straight in a chair
- Ordering doubles
- Drinking steadily and alone
- Behaving over-affectionately
- Annoying other guests
- Complaining about the weakness of a drink
- Becoming argumentative
- Loss of train of thought
- Slurred speech
- Drowsiness
- Glassy eyes
- Spilling drinks
- Unable to walk properly

Actions to take to prevent intoxication:

- Chat briefly with people ordering drinks. This is the best way to look for signs of intoxication.
- Count drinks, but also realize new patrons may have been drinking elsewhere.
- Know the signs of intoxication.
- Suggest food and non-alcoholic drinks.

If a patron becomes intoxicated, employees are instructed to:

- Inform a supervisor immediately. The supervisor will take care of the situation from that point.
- DO NOT embarrass the guest in front of friends by trying to cut him off. This is not your job.
- Remember, there is no obligation to serve an intoxicated guest.
- **It is important to notify management immediately. And if in doubt---do not serve.**

All personnel are advised of the Beverage Control Laws:

SALE

It shall be unlawful for any person to:

- Sell or give malt beverages or unfortified wine to anyone less than 21 years old; or
- Sell or give fortified wine, spirituous liquor, or mixed beverages to anyone less than 21 years old.

PURCHASE OR POSSESSION

It is unlawful for:

- A person less than 21 years old to purchase, to attempt to purchase, or to possess malt beverages or unfortified wine; or
- A person less than 21 years old to purchase, to attempt to purchase, or to possess fortified wine, spirituous liquor, or mixed beverages.

AIDER AND ABETTOR

By Underage Person

Any person who is under the lawful age to purchase and who aids or abets another in violation of the Beverage Control laws shall be guilty of a misdemeanor punishable by a fine of up to five hundred dollars (\$500.00) or imprisonment for not more than six months, or both, in the discretion of the court.

By Person Over Lawful Age

Any person who is over the lawful age to purchase and who aids or abets another in violation of the Beverage Control laws shall be guilty of a misdemeanor punishable by a fine of up to two thousand dollars (\$2,000.00) or imprisonment for not more than two years, or both, in the discretion of the court.

Any effort to violate or attempt to violate the Beverage Control laws of the State of Washington by underage patrons or those who aid and abet underage persons will be subject to prosecution.

In addition to the above policies, the Clark County Amphitheater will have to apply for, and receive, a license to sell alcoholic beverages from the Washington State Liquor Control Commission (WLCC). The Amphitheater will comply with all State regulations pertaining to the dispensing and/or sale of alcoholic beverages including any conditions placed upon the license by the WLCC.

If approved by the WLCC, the Amphitheater will employ the use of “bracelets” The “bracelet” system is used in many venues as an effective method to prohibit the sale or use of alcohol by minors.

Under this system, no alcoholic beverages will be served to ANYONE not possessing the appropriate bracelet. These bracelets are provided at a separate location in the Amphitheater. The only way to obtain a bracelet is to provide adequate proof of age. The bracelets are designed such that they may not be removed without breaking and they are placed on the patron’s wrist by event staff. Therefore, they are non-transferable. No one will be issued a bracelet without adequate identification and no one will be served alcohol without a bracelet.

**INTEGRATION WITH CLARK COUNTY
SHERIFF'S OFFICE**

INTEGRATION WITH CLARK COUNTY SHERIFF'S OFFICE

Operator shall provide adequate private security personnel for the amphitheater and parking lots and shall coordinate its private security with the Clark County Sheriff's Office (CCSO). CCSO will work in partnership for planning and response with all private security that may be retained by Operator.

Operator agrees that the Sheriff's Office is solely responsible for law enforcement activities and responses upon the Premises surrounding all Operator Events. Operator will provide necessary facilities and equipment as required by the Final Order, and as may be necessary from time to time.

Operator will reimburse Sheriff's Office for salaries, training, dispatch support, when necessary, equipment and other costs related to law enforcement services for an Operator Event. Employees shall be paid as prescribed by the Federal Fair Labor and Standards Act (FLSA) and shall be paid by County. Operator on a bi-monthly basis will then reimburse County for all salaries paid and associated equipment. County and Sheriff's Office agree to provide Operator with reasonable documentation of any expenses for which reimbursement is claimed. Sheriff's Office staffing decisions shall be made on an Event by Event basis after consultation with Operator and other local authorities, and after considering a variety of factors including, but not limited to, the upcoming Event's anticipated attendance and the act's recent history at other venues.

Operator agrees to provide a work area at the Amphitheater. The area shall consist of, at a minimum, two adjoining offices, one being a command center/dispatch office and the other being a combination officer's room and report-write up room. Both rooms will be wired with T-1 connections and hard wired to the County LAN. There shall be adequate restroom facilities. The write up room shall be equipped with a minimum of two computers that are LAN ready and will support Sheriff's Office electronic Sheriff report software. The command office will be equipped with a CAD dispatch console, to allow for communication and coordination during events. This work area shall not be a public area and will not be used for non-law enforcement functions.

Operator agrees to provide one processing room where potential detainees will be processed prior to being transported. The room shall be large enough to process and detain up to fifteen persons at one time and will also be adequately equipped and staffed.

Operator agrees to provide pre-event information on all concerts at least five working days prior to any event. This background information will include: anticipated crowd size, any past problems at other venues, including first aid reports, arrest statistics, alcohol or drug problems and any references to provocative antics by the artists. Operator, its private security personnel and the Sheriff's Office shall meet prior to every event to discuss security issues and to make any

adjustments in staff levels or procedures deemed appropriate. When appropriate, the Sheriff's Office will consult with Fire District personnel prior to the event.

Operator and the Sheriff's Office will periodically review and analyze the equipment and staffing levels to ensure a safe environment for all attendees and employees.

EMERGENCY MEDICAL PLAN

EMERGENCY MEDICAL PLAN

Operator will facilitate the preparation of a plan for responding to emergency situations during amphitheater events-an emergency service action plan. The plan will address the logistics of responding to emergency incidents on the premises and grounds.

Operator will organize an emergency response planning meeting before each event. Operator will insure that management personnel with Fire District 6, Clark County Sheriff's Office, the Fairgrounds, and the Amphitheater are directly involved in the development of the plan and approve the plan once it is completed. The number of spectators expected to attend the event, character of the event, required emergency services and equipment, and emergency response logistics will be among the topics addressed during each meeting.

The Chief and the Assistant Chief of Fire District 6 will serve as liaisons with Amphitheater Management Staff. These officers will be the principal contacts for Operator on matters pertaining to services provided by the District. The liaisons will have direct access to the amphitheater facility at all reasonable times.

When more than 10,000 spectators are anticipated to attend an event, one management level Fire District 6 personnel will be on-site during the event, and Operator will reimburse the District for actual personnel costs.

Emergency medical services will be on-site during Amphitheater events. Operator may select a qualified service provider or enter into a contract with the Fire District. In either instance, the following equivalent level of service will be provided during all Amphitheater events:

Emergency Medical Service Support for Amphitheater Events

Spectator Attendance	Mobile Medical Unit (s) ¹	First Aid Station ²
Less than 5,000	1	1
5,000 to 10,000	2	1
10,000 to 15,000	3	1
15,000 or more	4	1

¹ Mobile Medical Unit: Each unit will be staff by one firefighter/paramedic and one emergency medical technician (EMT).

² First Aid Station: The station will be staffed by one EMT, and have an adequate supply of standard emergency medical supplies and equipment on hand.

SOUND MONITORING PLAN

SOUND MONITORING PLAN

Measurement Procedures

OBJECTIVE

To document the community sound levels due to amplified music in concert performances emanating from the Clark County Fairgrounds Clark County Amphitheater (hereinafter “Concert Music”), sound level measurements will be made as a joint effort of Operator and Clark County (the “County”). All measurements will be made under the supervision of County personnel.

PROCEDURE

Attached Figure 1 illustrates the boundaries where noise limits outlined by the Hearings Examiner must be met. Because certain locations along the line may be noisy due to activities other than Concert Music, sound levels should be measured at locations in normally quiet areas. The noise level to be achieved at the boundaries is Leq 59. Leq as used in this document always refers to a 60 minute, “A” weighted time averaged measurement (LA900; per § 12.9-1988).

Measurement Locations

- External Measurement locations are to be on property line of the south edge and southwest and southeast corners of the site. The locations shall be in areas that are as free as possible from loud noise sources other than Concert Music.
- All external locations should be on open ground a minimum of 45 feet away from, and not behind, barriers and structures that would provide local sound attenuation or reflective reinforcement at the measurement location which is not typical of the surrounding environs. For this reason, all measurements where possible should be made on the Clark County Amphitheater side of barriers, structures and fences.
- The external measurement points should also not be any closer to the Clark County Amphitheater structure than twice the effective height of the Clark County Amphitheater sound walls as measured at the nearest point to the measurement location.
- It is recommended that the County and Operator establish representative locations along the boundaries so that a consistent and repeatable measurement data base can be developed over time to allow concert music sound levels to be compared over time.
- Noise levels are to be recorded along the specified boundary lines, preferably at the agreed locations. Should the measurement locations prove to be unsuitable due to technical reasons such as high ambient noise levels, then any affected location shall be moved to a location jointly agreed upon by the County and Operator.

External Measurement Technique

- Measurements shall follow the procedures outlined in American National Standards Institute (ANSI) standard §12.9-1988 “Quantities and Procedures for Description and Measurement of Environmental Sound. Part 1”.
- All measurements will be made utilizing an ANSI Standard §1.4-1985 Type 1 sound level meter with integration capability per IEC 804-1985. The integration function should allow integration of noise exposure levels with a 3dB (10 log) exchange rate in order to make standard Leq (LA) measurements.
- The meter shall allow a continuous 60-minute period to be measured with direct readout of the average sound level over this interval.
- All measurements will be made utilizing “slow” response weighting and “A” frequency response weighting.
- The unit of measurement shall be decibels (dB) Sound Pressure Level referenced to micropascals.

It is acknowledged that due to the accuracy of Type I sound level meters which is specified as plus or minus +/- 1dB, a reading of 60 dBA shall not be considered to be in excess of the allowable 59 dBA level specified by the Hearing Examiner. The correction for Type 0 sound level meters will result in 59.5 dBA being the allowable level. For Type II sound level meters the allowable level will be 61 dBA.

- The measurement microphone shall be placed on a fixed mounting at an elevation of 5 feet above the ground (average adult standing ear height). All measurements will be made with a windscreen approved by the microphone manufacturer in place, regardless of wind conditions.
- Measurements of the dBA Leq noise level shall be recorded during successive 15-minute periods starting with the actual (not the scheduled) beginning of each concert. Noise level monitoring shall continue for the duration of each concert at each of the primary measurement locations.
- Noise monitoring will not be recorded for enforcement purposes during any intermissions between performers. Monitoring performed during these intermissions will be for informational use only.
- Prior to the scheduled start of each concert, a minimum of one 15-minute period shall be monitored and recorded to provide a baseline measurement of the ambient noise at each primary location. This ambient noise measurement (including wind noise) should be made no more than one hour prior to the scheduled start of the concert.
- If the subsequent Concert Music level measurements indicate sound levels within 4 dBA of the ambient level, the Concert Music measurement shall be deemed invalid.
- For differences between 4 and 15 dBA, the value of the Concert Music measurement shall be corrected to reflect the influence of the ambient noise in accordance with ANSI Standard S1.13 “Methods for the Measurement of Sound Pressure Levels”.
- Where the ambient levels are 15 dBA or more lower in level than the Concert Music levels, no correction shall be made.

Measurements shall not be made during heavy rainfall which causes the ambient noise level to be unusually high, unless specialized rain protection equipment allows the ambient noise measurements be lower than Concert Music measurements as outlined above.

Measurements shall not be made with wind velocities in excess of 15 miles per hour due to wind turbulence generated noise at the sound level meter microphone.

- A Sound Pressure Calibrator meeting ANSI Standard S1.40-1984 shall calibrate all sound level meters. The calibrator shall have been checked for accuracy within a six-month period of the monitoring date by a certified test lab with calibration standards traceable to National Bureau of Standards.
- Each sound level meter shall be calibrated prior to and at the conclusion of each concert. This calibration shall be recorded with the measurement data. Any sound level meter that cannot be calibrated within 0.25 dB of the calibrator's reference level prior to a monitoring session shall not be used for collection of data.
- If the post monitoring session calibration shows that a sound level meter's calibration has drifted by less than 0.5 dB from the reference level, then a correction may be added to or subtracted from the recorded data for that sound level meter reflecting this change in calibration.
- Should the post monitoring session calibration indicate that a sound level meter's calibration has changed by 0.5 dB or more, the data from that meter will be considered invalid.

Internal Measurement Technique

- Interior noise monitoring will comply with CUP Conditions F(2)(a)-(e)
- Internal Source noise shall be limited to 102 dBA at the mixing console, which shall be situated not more than 100 feet from the stage front and roughly along the main axis from the stage.
- Concert sound levels at the mixing console are to be monitored to achieve maximum average, slow response sound levels of 102 dBA. Concert sound is defined as all amplified speech, music, sound effects, etc. produced by the performers, promoters, or Master of Ceremonies as part of the event. For the purpose of console sound monitoring, crowd noise is not to be considered as concert noise.
- Sound at the mixing console is to be monitored using a calibrated, ANSI Standard Type I or Type II sound level meter with a time weighted average (energy equivalent sound level, "Leq") measurement feature/function. Sound levels are to be averaged over five minute periods. Should any five minute period during a concert (measured continuously once the performance starts) be in excess of 102 dBA, facility management shall effect a reduction in concert sound levels to comply with the Conditional Use Permit. A copy of the recorded measurements shall be submitted to the County within two working days after each event
- Personnel employed by the Operator shall have control over the noise levels to all speaker and shall observe noise measurements at the mixing console and shall reduce the source noise level if the noise level at the mixing console exceeds 102 dBA for any one minute interval, readjusting noise levels as warranted as long as the source noise level does not

exceed 102 dBA averaged over not more than five minutes.

- Contracts for each performer shall include provisions acknowledging personnel of the Operator will control the source noise level at the mixing console and prohibiting source noise levels from exceeding 102 dBA in any averaging interval measured at the mixing console.
- Source noise levels to the lawn speakers shall be at least 3 dBA less than to the main stage speakers, assuming equal speaker output, so lawn speakers do not exceed the impact of the stage speakers.

Reporting

All external noise measurement data collected by the County or Operator shall be made available to both parties no later than 24 hours after the conclusion of any concert where noise monitoring was performed. All data reports shall contain the following information:

- Date of concert
- Location of monitoring position
- Distance of monitoring position to mixing
- Start time of each 60-minute period
- DBA Leq value measured
- Calculated dBA Leq value at contour line
- Results of sound level meter calibration
- Notation of the ambient meteorological conditions, including cloud cover, temperature, wind velocity and direction
- Notation of noisy events, (their time of occurrence and location) other than Concert Music that may influence the dBA Leq value.

Verification of Compliance

The 59-dBA value has been chosen to account for the accuracy of Type 1 sound level meters which is specified as +/- 1dB. For this reason and in order to allow for sound level reduction to occur at the Clark County Amphitheater, the following procedure shall be followed in determining whether Operator shall be considered to be in excess of the allowable levels specified:

- Any 60 minute measuring period that results in an average Leq sound level over 60 dBA shall be recorded and communicated to Operator management at the Clark County Amphitheater immediately after the conclusion of the applicable 60 minute measuring period.
- If following such notification more than one subsequent 15 minute measuring period results in an average Leq sound level over 60 dBA then, barring justification and subject to technical review, Operator shall be considered to be in excess of the allowable level specified herein. Any technical review shall be conducted within twenty-four (24) hours following the conclusion of a concert to the extent practicable.
- Both the County and Operator shall identify to the other in writing the person or persons who shall be representing each party in connection with the noise monitoring procedures specified herein. Any changes or additions shall be indicated to the other party in writing. At least

one hour prior to each concert the specific person or persons representing the County at that event shall identify themselves to Operator management at the Clark County Amphitheater to insure efficient communication during the course of any noise monitoring.

TRAFFIC MANAGEMENT AND PARKING PLAN

TRAFFIC CIRCULATION AND PARKING PLAN

TRAFFIC MANAGEMENT AND PARKING PLAN

This Traffic Management Plan has been prepared and implemented to comply with the Hearings Examiner's Final Order for CUP 99-003-1531/SPR 99-019-1531 (Amphitheater). The plan complies with the transportation concurrency conditions detailed in the Final Order Conditions K.17 (a-h). The plan was prepared with input from McLaurin Parking Company of Raleigh, North Carolina.

PRE-EVENT ARRIVAL/POST-EVENT DEPARTURE

For average attendance level events, the proposed show start time will be 7:00 PM, with a typical duration of 3 hours for the entire event. For the larger events, the anticipated show start time will be 8:00 PM with a 3-hour duration. This later start will alleviate pressure on the peak hour traffic. Gates to the parking area will be opened two hours before the event start time.

Onsite parking areas for weekday events will open no earlier than 6:00 PM; provided they may be opened earlier or traffic redirected back to I-5 to prevent queued vehicles from backing up onto 179th St. or early arrivers will be directed back on to I-5.

Manual traffic control will be provided at the site entries for all events. Every event over 9,000 patrons will also be monitored for off-site traffic conditions. For every event of this size, event staff will be available to implement off-site manual traffic control if it is determined to be necessary.

For the largest events (14,000 to 18,000 patrons) on-site and off-site manual traffic control will be maintained for site ingress and egress.

PARKING FEES

No fees for on-site parking will be collected at the entry gates.

PARKING STAFF

The on-site parking duties will be overseen by McLaurin Parking Company, or a similar professional parking company, specializing in event parking management. Professional parking staff will direct parking at all events. The anticipated crowd size for an event will be estimated, and the staffing level will be based on the most optimistic projection of crowd size, including pre-

sold tickets and anticipated walk-up traffic. To ensure the parking staff is large enough to meet the parking demand, separate parking plans will be implemented to match each of the following crowd sizes:

- 5,000 people or less
- 5,001-8,000 people
- 8,001-11,000 people
- 11,001-14,000 people
- 14,000 and over

The parking team will be well instructed in the parking plan and the alternate plan if traffic begins to collect. Safety is the primary concern, and the second priority is moving the traffic on a level that prevents traffic congestion. Parking staff will be available to answer patron questions pleasantly and briefly. Conversations with motorists should not take place on the interior roads or in the parking areas.

Employees will be required to arrive onsite at least two hours prior to the start time of all events with attendance greater than 9,000 patrons.

INTERIOR PARKING PLAN

The site is being designed to provide area for approximately 7200 parking stalls. The west parking area will be developed to accommodate 60% of the total parking stalls. The south parking area will be designed to accommodate the remaining 40% of the parking. Internal circulation will connect the two parking areas

Dual Entry Lanes

In order to move traffic off the street and into the parking area, the interior roads connecting the Amphitheater site to NW 179th Street will provide a minimum of three traffic lanes. This configuration will offer dual lane entry and a delineated counter-flow exit lane. The exit lane will allow departure for administrative staff, patrons and emergency vehicles with no interruption to the incoming traffic.

There will also be a three-lane entry road at the Delfel Road entrance. If on-street traffic personnel see potential traffic congestion at the main entrance or on 179th Street, the second entry road may be employed. This connecting road will also be a dual lane entry road. When traffic at the main entrance is absorbed in the parking areas, the Delfel Road entrance would close and use of the main entrance would resume. All traffic personnel will be familiar with implementation of this plan and understand the vital nature of “bouncing” traffic to alternate parking areas or to the Delfel Road entrance to avoid congestion on NW 179th Street.

The counter-flow lane must be delineated along both entry roads to allow exiting traffic to depart without interfering with incoming traffic. Counter-flow lanes will be clearly delineated for safety

and to prevent traffic stoppage. Four-foot tall tubular stanchions with circular footings attached and well-marked rope or a combination of string and flagging may be utilized. Signs at the end of each side of the counter-flow lane will alert motorists to the lane designation. The counter-flow lane must be available at all times to allow vehicles to exit without interfering with ingress traffic.

Direct radio communication between the commander of the interior parking operation and the on-street parking commander are necessary. Information concerning the level of traffic and available parking inventory per entry road will aid event staff to absorb the patron traffic and to ensure the “bounce” takes place in an expedient manner.

Vehicle Parking Layout

Design of the parking areas will be clearly marked to ensure that pedestrians do not walk back into the flow of traffic after getting out of their cars, thereby not impeding incoming traffic and creating congestion. Establishing parking and pedestrian patterns that prevent such conflicts will allow the vehicular traffic to flow smoothly. Wide pedestrian walkways have been incorporated into the site plan to further safe and efficient pedestrian flow.

Directional Signs

Signs will be installed to guide patrons to the various parking areas. The ability of drivers to easily recognize their parking area, including disabled parking, VIP parking, box office, or other special arrangements will prevent interior traffic congestion.

Multiple Parking Lots Available

Multiple parking lots will remain open during the course of ingress. Consumption of parking spaces in the larger lots will be monitored so that no single lot is filled far in advance of the other parking areas. This procedure will maintain the ability to accept cars in multiple parking areas and prevent restriction into a single parking area. The ability to “bounce” traffic, or to direct it into alternate parking areas will be maintained. All parking lots and areas within each parking lot will be clearly marked for easy identification. This will assist patrons in returning to their vehicles, and will also assist fire, police, or EMS personnel in the event of an emergency.

OFF-SITE MANUAL TRAFFIC CONTROL

For every event of 9,000 patrons or more, event staff will monitor traffic flows at off-site intersections. Specifically, the queuing at both I-5 off-ramps will be monitored, as well as queuing on 179th Street between Union Road and the Amphitheater access. If the operation of these roadways nears an unacceptable level, or if queuing begins to impede cross-street traffic at the major intersections, Amphitheater event staff will implement manual over-ride at the traffic signals on 179th Street between the I-5 Northbound off-ramp and the site access. Manual traffic control personnel will be in radio contact with each other and will manage traffic flows such that queuing is maintained at acceptable levels.

Traffic control personnel stationed at the Delfel Road/179th street intersection will be instructed by on-site parking staff to alternate directing event traffic westbound to the 179th Street access and southbound to the Delfel Road access.

For arriving traffic at the largest events 179th Street will be temporarily coned to provide three westbound through-lanes from the I-5 Northbound off-ramp to the site access. The I-5 Northbound off-ramp will be temporarily modified to convert the northbound through-right lane to a third northbound to westbound left-turn lane. The site access from 179th Street is designed to accommodate three continuous inbound lanes.

PROVISIONS TO SERVE PEDESTRIANS

During larger attendance events, parking staff will be stationed at 179th Street, Delfel Road, and NE 10th Avenue to control vehicle traffic in order to allow pedestrians to safely cross the streets.

NO-PARKING SIGNS

With consent from Clark County, “No Parking” signs will be posted on Delfel Road, NE 10th Avenue, and NE 179th Street in the vicinity of the Fairgrounds in accordance with Clark County standards. Increased enforcement will be in place during Amphitheater events to prevent illegal parking.

DRIVEWAY ACCESS

Provisions will be made to accommodate private driveway ingress and egress on 179th Street, Delfel Road, and 164th Street. Staff will be present to allow local residents access to private driveways. Access stickers or passes will also be issued to local residents so that event staff will be able to facilitate getting them to their property. The operator of the Amphitheater will periodically meet with local residents to provide information about upcoming events, access permits and other traffic information to assist local residents. A local Amphitheater phone-line will be available for residents within the restricted area.

RESTRICT AMPHITHEATER TRAFFIC TO 179th AND DELFEL ROADS

Amphitheater traffic will be restricted to NE 179th Street and Delfel Roads and limited on other local streets. Traffic arriving the “wrong” direction on Delfel Road or 179th Street will not be allowed into the site. Temporary manned barricades will be placed on the public roadways at the following locations:

11th Avenue, at 164th St. and 11th Avenue at 179th Street

TRAFFIC REDUCTION PROGRAM

This Traffic Reduction Program has been prepared and implemented to comply with the Hearings Examiner's Final Order for CUP 99-003-1531/SPR 99-019-1531 (Amphitheater). The plan is required to ensure the amphitheater project's compliance with the transportation concurrency conditions detailed in the Final Order Condition K-18.

ACTIVITIES TO SERVE AMPHITHEATER EVENTS

Transit service will be offered by CTRAN, scheduled in cooperation with the Amphitheater developer. A transit-only lane will be provided at the entrance to the south parking lot on Delfel Road, allowing transit to avoid the inbound traffic stream on 179th St. During the peak events, buses will use the transit-only lane to bypass inbound traffic, drop off patrons, and circulate around to the exit while avoiding the traffic queue lanes.

COMPLIANCE MONITORING PROGRAM

This monitoring plan is being implemented in accordance with the Hearings Examiners Final Order on the amphitheater CUP request. The monitoring plan is provided in compliance with the transportation concurrency conditions detailed in the Final Order (Conditions K.1 through K.25). The following list identifies how the proponent will monitor each of the transportation-related conditions of approval.

LOCAL CITIZEN COMMENTS

The project proponent will be required to arrange a method of collecting and reviewing citizen comments. A toll-free (or local) telephone number dedicated to this purpose will be established in the local area. Prior to the first amphitheater show, a newsletter will be circulated to local citizens identifying the first season schedule of shows. This newsletter will also provide the phone number for comments and questions about the amphitheater operation. In addition, a land address and e-mail address will be provided to submit written comments or questions. The phone number will be listed in the local phone directory.

Citizen comments will be recorded throughout the concert season. The comments will be reviewed periodically by amphitheater staff and by Clark County staff. At the end of each season, the comments will be compiled into a report for public review.

TRAFFIC MONITORING PROGRAM

Operators of the amphitheater project will monitor traffic flows and street system operation for larger amphitheater events. During the first season, the monitoring program described below will be implemented for amphitheater events with an anticipated attendance in excess of 9,000 patrons.

TRAFFIC FLOWS

Manual Turning Movement Counts

Manual turning movement counts will be conducted on larger events for peak arrival and departure time periods. The arrival counts will begin two hours before the scheduled event start and will conclude one hour after the scheduled event start time (i.e. for a scheduled 8:00 PM event start time, the manual turning movement count would begin at 6:00 PM and conclude at 9:00 PM). For departing traffic, the count period will begin one hour before the scheduled event conclusion and will conclude two hours after the event ends. The counts will be compiled for 15-minute intervals.

The manual turning movement counts will be conducted at the following locations:

- 179th Avenue/Interstate 5 northbound off-ramp – SR 502
- 179th Avenue/Interstate 5 northbound on-ramp
- 179th Avenue/Interstate 5 southbound ramp terminals
- 179th Avenue/Delfel Road
- 179th Avenue/10th Street

Vehicle Queue Analysis

Vehicle queues will be observed at several locations for two hours before the scheduled start time of each event and for two hours after the actual conclusion of each event. The location of the back of the stopped queue will be noted for 5-minute intervals throughout the observation periods. This queue analysis will be conducted at the following locations for arriving traffic:

- Interstate 5 northbound off-ramp
- Interstate 5 southbound off-ramp
- 179th Avenue westbound at the site entrance
- 179th Avenue eastbound at I-5 northbound off-ramp - SR 502
- 179th Avenue westbound at I-5 southbound ramp terminals

The same queue analysis described above will be conducted for departing traffic:

- 179th Avenue eastbound at I-5 northbound off-ramp - SR 502
- 179th Avenue westbound at I-5 southbound ramp terminals

For minor street movements the actual number of vehicles queued will be recorded. When a vehicle arrives at a stop sign controlled intersection, it will be ‘time-recorded.’ By recording when each

vehicle leaves the intersection, the wait time (delay) can be calculated for each vehicle. This method of queue/delay analysis will be used at the following locations:

- Southbound 10th Street at 179th Avenue
- Eastbound 179th Avenue at I-5 northbound on-ramp

MONITORING REPORT

The data that is collected will be used to create an annual Amphitheater Monitoring Report. The intent of the report is to confirm the operational transportation characteristics of the transportation facilities surrounding the Amphitheater during Amphitheater events.

TRAFFIC CONCURRENCY PLAN

This Traffic Concurrency Plan has been prepared and implemented to comply with the Hearings Examiner's Final Order for CUP 99-003-1531/SPR 99-019-1531 (Amphitheater). The plan is required to ensure the amphitheater project's compliance with the transportation concurrency conditions detailed in the Final Order (Conditions K.1 through K.25).

The proposed Amphitheater complex is designed to accommodate a peak capacity of 18,000 patrons. Primary site access to the parking facilities will be from NE 179th Street. A secondary access will be provided from Delfel Road and an emergency vehicle access will be located on the south end of the site via 164th Street. It is expected that 75% of the traffic will originate from the south and 25% from the north, via Interstate 5. It is imperative that traffic management strategies be implemented to facilitate traffic flow and intersection operations during peak arrival and departure times.

K: The applicant shall comply with the following transportation/concurrency conditions:

1. *Ensure that the State Department of Transportation interim improvement project at the I-5/179th Street interchange is completed prior to occupancy.*

The interchange improvements have already been completed.

2. *Prior to occupancy, ensure that the south leg (NE 10th Avenue) of the Delfel Road/179th Street intersection is realigned/constructed to the west as required by the Salmon Creek/Fairgrounds Regional Road Plan. This south leg will be required to be a three-lane roadway and extend to the east side access location for the Amphitheater parking area.*

3. *Make the following improvements to 179th Street prior to occupancy:*
 - (a) *Widen 179th Street to five travel lanes from the I-5 southbound ramp junctions to the realigned Delfel Road intersection, and*
 - (b) *Install a traffic signal at the realigned Delfel Road/179th Street intersection.*
4. *Install a coordinated traffic signal progression system on the 179th Street corridor between Union Road and Delfel Road prior to occupancy. The design shall be approved by the State Department of Transportation.*
5. *Prior to occupancy, improve NE 179th Street to four lanes between the realigned Delfel Road intersection and the west site entrance.*

The above improvements described in **K:2** through **K:5** will be completed prior to occupancy of the Amphitheater project. Clark County will monitor the construction of the described roadway improvements.

6. *Limit the use of the Amphitheater by the applicant to no more than four events per year where the permitted attendance is more than 15,300 patrons and to no more than 20 events per year where the permitted attendance is more than 9,000 patrons.*

After reaching these attendance figures, the proponent of the Amphitheater will limit ticket sales for each event to ensure that the allowed attendance levels are not exceeded. After each Amphitheater event, a summary of the show characteristics, including attendance figures, will be submitted to the County.

7. *Limit the use of the Amphitheater by the applicant during other Fairgrounds events with concurrent traffic such that the combined traffic impacts of the entire Fairgrounds site are less than the equivalent peak impacts of a 9,000 patron Amphitheater event.*

The project proponent will coordinate with Clark County Fair staff to arrange Amphitheater and Fairground events so that the overall impacts are less than the equivalent peak impacts of a 9,000 patron Amphitheater event.

8. *The County and the Clark County Fair Association may use the amphitheater for concerts and events during the Clark County Fair provided attendance is limited to the capacity of the existing grandstand facility and the grandstands shall not be used at the same time as the amphitheater. At all other times, limit the use of the Amphitheater by any entity other than the applicant such that the traffic impacts for the entire Fairgrounds site are less than the equivalent impacts of a 9,000 patron Amphitheater event. Any events using the Amphitheater and not requiring advance ticketing shall be approved by the County Engineer*

(or his/her designee) prior to the event. This condition of approval shall not restrict the County of the Clark County Fair Association from later applying for and/or obtaining approval for an additional number of higher attendance events in the event that traffic conditions allow.

Operator assumes the County and the Fair Association will comply with this condition.

9. *Require that all weekday Amphitheater events (excluding weekday holidays) that have attendance greater than 15,300 patrons start no earlier than 8:00 p.m. Lower attendance events will be allowed to start earlier if the traffic impacts are less and if approved by the County Engineer (or his/her designee) prior to the event.*

After approval by the County Engineer, for average attendance level events, the proposed show start time will be between 7:00 PM and 8:00 PM. For the larger events, the anticipated show start time will be 8:00 PM.

10. *Following Amphitheater events, restrict and hold all Fairgrounds departing traffic on-site, such that LOS D conditions are maintained at all site access locations and off-site intersections.*

Typically, during a larger event approximately 30% of the persons in attendance will leave before the event is over. Fairgrounds departing traffic will be held on site so that LOS D conditions are maintained at all site access locations and off-site intersections.

11. *Require employees to arrive on-site at least two hours prior to the start time of all events with attendance greater than 9,000 patrons.*

Employees will be required to arrive on-site at least two hours prior to the start time of all events with attendance greater than 9,000 patrons.

12. *Provide and utilize approach signing on I-5 northbound, I-5 southbound, and I-205 northbound for directing Amphitheater traffic to the Fairgrounds. The signing shall comply with State Department of Transportation standards.*

Approach signing will be provided on I-5 northbound, I-5 southbound, and I-205 northbound to direct amphitheater traffic to the Fairgrounds. A Signing Plan will be prepared in cooperation with Washington State Department of Transportation staff. The approach signing will be installed and approved prior to granting permit to stage the first Amphitheater event.

13. *Prepare and implement a Compliance Monitoring Program to identify the extent to which prohibited traffic conditions have occurred during larger attendance events. The monitoring program shall include a method for collecting and reviewing citizen complaints. The monitoring program shall be approved by the County in consultation with the State Department of Transportation prior to occupancy. An Annual Monitoring Report shall be submitted to the County that will be the basis for determining if corrective actions are required.*
- (a) The monitoring program shall establish minimum performance standards for at least the following situations:*
 - (i) Vehicle queues on public streets at the site entrances;*
 - (ii) Vehicle queues on the freeway mainline and off-ramps;*
 - (iii) Delays at minor intersection approaches and residential and commercial driveways; (The applicant should strive to achieve average delays of less than one minute per vehicle [LOS E] at all minor street intersections and driveways.)*
 - (iv) Travel time through the 179th Street corridor for local traffic (i.e., traffic not bound for the amphitheater);*
 - (v) The volume of amphitheater traffic on local streets.*
 - (b) The applicant shall submit a monitoring report to the County after all shows with attendance in excess of 9,000 patrons during the first year of operation and a cumulative report at the end of the first concert season.*
 - (c) In subsequent years the applicant shall submit annual reports, provided the applicant remedies all operational issues that arise during the first year of operation. Annual reports shall document attendance and parking characteristics for all Amphitheater events during the past year.*

A Compliance Monitoring Program has been prepared and will be implemented upon occupancy of the Amphitheater project. A copy of the Compliance Monitoring Program is included as a part of this Plan.

14. *Implement corrective actions in the event that prohibited traffic conditions routinely occur during Amphitheater events.*

The compliance monitoring program will identify any observed traffic deficiencies that may occur during Amphitheater events. The Amphitheater staff will work pro-actively with County to correct traffic deficiencies if they occur.

15. *Prior to occupancy, construct a second I-5 northbound off-ramp to 179th Street and lengthen and/or widen the I-5/179th Street southbound off-ramp to provide, at a minimum, vehicle storage adequate to serve an 85th percentile attendance event. The design shall be approved by the State Department of Transportation.*

An additional lane will be added or lengthened to the I-5 northbound off-ramp to 179th Street. The I-5/179th Street southbound off-ramp will be lengthened and/or widened to provide, at a minimum, vehicle storage adequate to serve an 85th percentile attendance event.

The design will be approved by the Washington State Department of Transportation. Clark County Public Works staff and Washington State Department of Transportation staff will monitor the construction of the described roadway improvements.

16. *Utilize manual or Level Two traffic controls to ensure that prohibited traffic conditions are not occurring before, during, or after larger Amphitheater events. Prohibited traffic conditions include excessive travel times through the 179th Street corridor, excessive delay times for minor intersection approaches, and vehicle backups onto the travel lanes of I-5.*

Professional parking staff will direct on-site traffic flows for every Amphitheater event. For events of 9,000 patrons or greater, additional staff will be available for off-site manual traffic control. If off-site traffic flows begin to cause unacceptable delays or queuing on area roadways, additional measures to accommodate traffic flows may include the following:

Use of both Amphitheater access points

The Amphitheater parking areas will be accessible from Delfel Road and 179th Street. 179th Street will serve as the primary entrance, and the sole entrance for smaller events. For larger events, the Delfel Road access will be available to serve inbound and outbound flows. At the direction of event staff, vehicles will be alternately directed to the Delfel Road entrance or the 179th Street entrance.

Over-ride traffic signals and provide manual control at intersections along 179th street

As event traffic arrives, the traffic operations and queuing of the 179th Street corridor and I-5 off-ramps will be monitored. If the queuing between traffic signals begins to affect the overall performance, the traffic signal systems will be over-ridden and traffic control will be provided manually by professionally-trained event staff.

Provide three-lane access on 179th Street from Interstate 5 to the site driveway

For the largest Amphitheater events, the northbound through-right lane on the I-5 off-ramp will be used as a third southbound to westbound left-turn lane. The existing left-turn on 179th Street between the off-ramp and the site access will be coned and temporarily designated a westbound through lane. This will provide three westbound lanes to the site access at 179th Street. Triple left-turn entry will be accommodated at the site driveway. The driveway has been designed to accommodate this

movement.

17. *Prepare and implement a Traffic Management Plan. The Plan shall be approved by the County with consultation from the State Department of Transportation prior to occupancy. The Plan shall include the use of a professional traffic control manager during larger Amphitheater events. In addition, the Plan shall establish the traffic management approach for the Amphitheater for both Level One and Level Two operations and the criteria for transitioning to Level Two operations. At a minimum, the Plan shall include the following other elements:*
 - (a) *Provisions to serve pedestrians crossing 179th Street, Delfel Road, and NE 10th Avenue during larger attendance events;*
 - (b) *Posting of no-parking signs on Delfel Road, NE 10th Avenue, and 179th Street in the vicinity of the Fairgrounds in accordance with Clark County standards;*
 - (c) *Provisions to provide access to driveways on 179th Street, Delfel Road, and NE 10th Avenue during larger attendance events;*
 - (d) *Provisions to provide emergency parking for disabled vehicles on 179th Street, Delfel Road, and NE 10th Avenue during larger attendance events;*
 - (e) *The designation of the Prohibited Traffic Conditions that will trigger corrective actions;*
 - (f) *Provisions for restricting amphitheater traffic to 179th and Delfel Roads and limiting amphitheater traffic on all other local streets:*
 - (i) *The applicant shall establish maximum amphitheater traffic volumes for local streets in the TMP and provide additional mitigation if these levels are exceeded;*
 - (ii) *The applicant shall account for local traffic circulation in the TMP to ensure that the barricades and other measures intended to prevent amphitheater patrons from using local streets does not have an adverse impact on non-amphitheater traffic. Local traffic includes area residents, church members, daycare patrons and other persons who frequently drive in the area.*
 - (g) *Provisions for left turn movements on 179th Street; and*
 - (h) *Provide manual control of the North leg of Delfel Road to allow traffic to exit onto 179th Street in either direction.*

copy of the Traffic Management Plan is included as a part of this Plan.

18. *Prepare and implement a Traffic Reduction Program that shall include:*
- (a) activities to promote the use of transit to serve Amphitheater events;*
 - (b) a parking program to encourage high vehicle occupancies, and*
 - (c) incentive programs to encourage the early arrival of Amphitheater traffic.*

A Traffic Reduction Program has been prepared which includes the above programs and which will be implemented by the applicant.

19. *Promote that on-site parking areas for weekday Amphitheater events will open no earlier than 6:00 PM; provided, the applicant shall open on-site parking areas earlier than 6:00 PM to prevent queued vehicles from extending into 179th Street or Delfel Road.*

On-site parking areas for weekday Amphitheater events will be advertised to not open prior to 6:00 PM. "No Parking" restrictions along local roadways will be enforced by event staff or the Clark County Sheriff's office. If, however, a large volume of traffic arrives earlier than expected, on-site parking areas may be opened earlier to prevent queued vehicles from extending into 179th Street or Delfel Road, or early arrivers will be directed back to I-5.

20. *Construct and operate all site entrances in a manner as to accept all arriving traffic onsite immediately with no delay at entry turnstiles. The applicant may not collect fees for onsite parking at the entry gates.*

No fees for onsite parking will be collected at the entry gates.

In order to move traffic off the street and into the parking area, the interior roads connecting the Amphitheater site to NW 179th Street will provide a minimum of three traffic lanes. This configuration will offer dual lane entry and a delineated counter-flow exit lane. The exit lane will allow departure for administrative staff, patrons and emergency vehicles with no interruption to the incoming traffic.

There will also be a three lane entry road at the Delfel Road entrance. If on-street traffic personnel see potential traffic congestion at the main entrance or on 179th Street, the second entry road may be employed. This connecting road will also be a dual lane entry road. When traffic at the main entrance is absorbed in the parking areas, the Delfel Road entrance would close and use of the main entrance would resume. All traffic personnel will be familiar with implementation of this plan and understand the vital nature of "bouncing" traffic to alternate parking areas or to the Delfel Road entrance to avoid congestion on NW 179th Street.

Multiple parking lots will remain open during the course of ingress. Consumption of parking spaces in the larger lots should be monitored so that no single lot is filled far in advance of the other parking areas. "Bouncing" traffic, or directing it into alternate parking areas will be utilized to assure constant traffic flow into the Amphitheater.

When traffic shows signs of backing up, it should be directed to an alternate parking site. Situations such as motorists not following the interior traffic and parking plan, attempts to back into parking spaces, or pedestrian movement may impede lot loading. As these situations are observed, arriving vehicles will be directed to alternate parking areas in the interest of moving traffic and clearing the street. The opportunity to bounce traffic will be available at each of the entry areas.

21. *Reimburse the County for the cost of concurrency modeling for the Salmon Creek/Fairgrounds area within 60 days of the effective date of this order. The amount to be reimbursed will not exceed \$3,000.*

The County has been reimbursed for the cost of concurrency modeling for the Salmon Creek/Fairgrounds area.

22. *Provide a third lane for the main on-site internal circulation drive between 179th Street and Delfel Road. Lesser width drives to parking areas are permitted.*

The interior roads connecting the Amphitheater site to NW 179th Street- will provide a minimum of three traffic lanes. There will also be a dual lane entry road at the main entrance. The connecting road will also be a dual lane entry road.

23. *The applicant shall take all necessary efforts to limit dust from the site including maintenance of the turf parking areas and use of dust suppression substances; provided, such substances shall be limited to water unless the director determines use of other substances will not have toxic or other adverse effects on fish or wildlife.*

The applicant will limit dust from the site, including maintenance of the turf parking areas. Unless the director determines use of dust suppression substances will not have toxic or other adverse effects on fish or wildlife, water will be utilized for dust suppression.

24. *Provide professional parking staff to direct parking for all events.*

The anticipated crowd size for an event will be estimated, and the staffing level will be based on the most optimistic projection of crowd size, including pre-sold tickets and anticipated walk-up traffic. Professional parking staff will direct parking at all events. To ensure the

parking staff is large enough to meet the parking demand, separate parking plans will be implemented to match each of the following crowd sizes:

- 5,000 people or less
- 5,001-8,000 people
- 8,001-11,000 people
- 11,001-14,000 people
- 14,000 and over

The parking team will be well instructed in the parking plan and the alternate plan if traffic begins to collect. Safety is the primary concern, and the second priority is moving the traffic on a level that prevents traffic congestion. Parking staff will be available to answer patron questions pleasantly and briefly. Conversations with motorists should not take place on the interior roads or in the parking areas.

25. *Provide manual traffic control for all events with more than 9,000 patrons.*

Manual traffic control will be provided at the site accesses for all events with more than 9,000 patrons. The off-site intersections will be monitored during the these larger events. If necessary, the traffic signal systems will be over-ridden by manual traffic control.

NEIGHBORHOOD OUTREACH PLAN

NEIGHBORHOOD OUTREACH PLAN

INITIAL SEASON OUTREACH

Prior to the beginning of the initial season, Operator Amphitheater Staff will conduct a meeting with The Fairgrounds Neighborhood Association (FNA). This may occur during a regular Neighborhood Association meeting. Amphitheater Staff will attend the meeting and the meeting will include a discussion of the operation of the facility, including sound, parking, security, scheduling and complaint procedures.

An Open House for the facility will be held on a weekend afternoon prior to the beginning of the season. Neighborhood associations and property owners in the vicinity will be invited to attend. Amphitheater Staff will conduct a tour of the facility and discuss the elements of the operation of the facility. Amphitheater Staff will also insure personnel from the Sheriff's Office and Emergency Services Response Team are present to discuss integration with their offices. Notice of the Open House will be provided at least three weeks before the event.

Once a month during the initial season, Amphitheater Staff will conduct a meeting to discuss issues between the neighbors and the Amphitheater. Invited guests will include representatives from the FNA, the Fair Director and the County's Facilities Director.

At the conclusion of the Amphitheater's initial season, Operator will send an information letter to the County's Information Services Division. The letter will discuss the results of the amphitheater season. These would include attendance, traffic circulation and sound measurement testing.

A complaint log, similar to the example attached here as Exhibit "A" will be included in the information forwarded to the County and will detail complaints received by the Amphitheater complaint hotline. One log will be dedicated to sound complaints, broken down by geographic area and the other to miscellaneous complaints broken down by type.

ONGOING OUTREACH

On, or before, April 30th of each year, Amphitheater Staff will notify the FNA and all property owners within one thousand feet (1,000') of the Fairgrounds, providing all of the dates and times of performances scheduled for the facility to that point. As the season progresses, Amphitheater Staff will provide periodic updates to the schedule.

Amphitheater Staff will be made available to attend a minimum of two neighborhood association meetings a season to discuss specific issues related to the operation of the facility. The FNA will notify Operator of the requested attendance as soon as possible for scheduling purposes.

COMPLAINT PROCEDURE

Operator will establish a telephone hotline to handle complaints during events. Standard complaint forms similar to the examples found at Exhibit “B” and “C”, will be used by hotline staff. Complaints will be kept on file and at the end of the season a report issued to the County detailing the complaints received and how the concerns were addressed. At the conclusion of the initial season, Amphitheater Staff will evaluate the procedures, and make any necessary alterations, prior to the next season. The hotline will only be available during the Amphitheater season.

When a sound complaint is received, a sound monitor from Amphitheater Staff will be dispatched to record a sound reading from the location of the complaint. The results of the reading will be relayed back to Amphitheater Staff and recorded.

If a non-sound related complaint is received, it will be forwarded to the appropriate personnel for resolution. Examples of some of the types of complaints and where they will be routed are as follows:

- Traffic Circulation – Parking Staff
- Illegal Parking – Sheriff’s Office
- Trash – Facilities Staff
- Consumption of Alcoholic Beverages – Sheriff’s Office (if occurring off-site), Security (if on-site)

These complaints will be recorded in a separate log, along with how the problem was handled and any necessary follow up. Amphitheater Staff will coordinate with necessary outside agencies to handle all nuisance complaints.

TRANSPORTATION ACCESS PASSES

Prior to the commencement of the initial season, Operator will provide all affected property owners with an appropriate number of Transportation Access Passes (TAPs) for their vehicles. If additional TAPs are necessary, residents can contact the facility and Amphitheater Staff to forward any additional TAPs. These passes should be prominently displayed within the vehicles in order to facilitate vehicular access to residences along 179th Street between NW 11th Avenue and Interstate 5 and on 164th Street between NW 11th Avenue and Delfel Road.

The TAPs will allow for travel on the roadways around the Amphitheater that are otherwise closed to Amphitheater traffic.

FACILITY MAINTENANCE

FACILITY MAINTENANCE

THE FINAL FACILITY MAINTENANCE SCHEDULE WILL BE DEVELOPED AT COMPLETION OF CONSTRUCTION OF THE FACILITY AND APPROVED BY CLARK COUNTY'S FACILITIES MANAGER

EXHIBIT "A"
CLARK COUNTY AMPHITHEATER
SOUND COMPLAINT LOG
SEASON

EVENT	Area #1	Area #2	Area #3	Area #4	Other Areas	TOTAL CALLS	Date	Day of Week	# Previous Yrs Complaints	
									2002	2003
MAY										
VWIAF-G.	-	-	-	-	-	-	10-MayXX	Sun	0	n/a
Knight/Symphony	-	-	-	-	1	1	13-MayXX	Wed	5	n/a
Elton John	1	-	-	-	1	2	15-MayXX	Fri	n/a	n/a
96X Fest	2	-	-	-	-	2	22-MayXX	Fri	3	0
Lynyrd Skynyrd										
JUNE										
Moody Blues/Symphony	-	-	-	-	-	-	05-JunXX	Fri	0	n/a
Vince Gill	-	-	-	-	-	-	13-JunXX	Sat	4	n/a
Jimmy Buffett	-	-	-	-	-	-	17-JunXX	Wed	4	0
Beatlemania/Symphony	-	-	-	-	-	-	19-JunXX	Fri	0	0
Yes	1	-	-	-	-	1	21-JunXX	Sun	n/a	n/a
Stevie Nicks	-	-	-	-	-	-	22-JunXX	Mon	n/a	n/a
Spice Girls	-	-	-	-	-	-	23-JunXX	Tues	n/a	n/a
B-52s/Pretenders	1	-	-	-	-	1	28-JunXX	Sun	n/a	n/a
JULY										
Chicago/Hall & Oates	-	-	-	-	-	-	03-JulXX	Fri	0	13
Fireworks/Symphony	-	-	-	-	-	-	04-JulXX	Sat	0	0
Widespread Panic	-	-	-	-	-	-	05-JulXX	Sun	n/a	n/a
Page/Plant	-	-	2	2	3	7	08-JulXX	Wed	n/a	n/a
John Fogerty	-	-	-	-	-	-	09-JulXX	Thur	n/a	n/a
Four Tops/Temptations	-	-	-	-	-	-	18-JulXX	Sat	n/a	n/a
Boyz II Men	1	-	2	1	-	4	19-JulXX	Sun	n/a	n/a
Lilith Fair	-	-	1	-	-	1	21-JulXX	Sun	n/a	n/a
Lilith Fair	1	-	1	-	-	2	21-JulXX	Tues	n/a	n/a
Dave Matthews Band	4	-	-	-	-	4	22-JulXX	Wed	n/a	18
Leann Rimes/Bryan White	-	-	-	-	-	-	24-JulXX	Fri	n/a	n/a
Culture Club	-	-	-	-	-	-	26-JulXX	Sun	n/a	n/a
AUGUST										
Phish	4	-	-	-	-	4	09-AugXX	Sun	8	n/a
HORDE Festival	5	2	-	-	-	7	11-AugXX	Tues	n/a	24
Hanson	-	-	-	-	-	-	12-AugXX	Wed	n/a	n/a
Van Halen	-	-	-	-	1	1	19-AugXX	Wed	n/a	n/a
Rod Stewart	5	2	1	2	1	11	21-AugXX	Fri	n/a	3
SEPTEMBER										
Pearl Jam	-	-	1	3	8	12	07-SepXX	Mon	n/a	n/a
Allman Bros.	-	-	-	3	2	5	11-SepXX	Fri	n/a	n/a
FM99 Lunatic Luau	-	-	-	-	-	-	19-SepXX	Sat	4	n/a
Earth, Wind & Fire	-	-	-	-	1	1	22-SepXX	Tues	0	n/a
Jethro Tull	-	-	1	3	2	6	27-SepXX	Sun	n/a	n/a

TOTAL CALLS	29	4	11	14	20	78	SAME SHOW COMPARISON: Previous yr complaints 32 58 Current yr complaints 10 22
TOTAL # PEOPLE CALLING	8	3	4	7	19	41	
AVG CALLS PER SHOW	0.76	0.11	0.29	0.37	0.53	2.05	
% COMPLAINTS/HOUSEHOLD	1.03%	0.40%	1.20%	0.74%	0.90%	.83%	
ADJUSTED TOTAL	29	4	14	27	50	124	
TOTAL # PEOPLE CALLING	8	3	6	16	38	71	
AVG CALLS PER SHOW	0.76	0.11	0.37	0.71	1.32	3.26	
% COMPLAINTS/HOUSEHOLD	1.03%	0.40%	1.80%	1.69%	1.77%	1.43%	
OTHER INFORMATION							
	# Shows		%				
TOTAL SHOWS WITH COMPLAINTS	21		55%				
TOTAL SHOWS WITH NO COMPLAINTS	17		45%				
TOTAL EVENTS	38		100%				

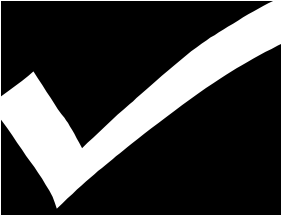


Exhibit “B” COMPLAINT FORM

CLARK COUNTY AMPHITHEATER

Name:

Area:

Address:

Time of Call:

Telephone No:

Concern:

----- Resolution of Concern -----

Other Information

**Department/Person
Referred To:**

Date:

Response Due:

EXHIBIT D
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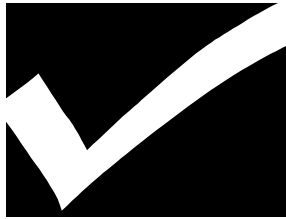


Exhibit "C"

SOUND COMPLAINT FORM

CLARK COUNTY AMPHITHEATER

Name:

Area:

Address:

Time of Call:

Telephone No:

Sound Reading:

Time of Reading:

Monitor:

----- Resolution of Concern -----

Other Information

Department/Person

Referred To:

Date:

Response Due:

EXHIBIT "D" BOMB THREAT

Confidential

Call Taker's Checklist

Questions to Ask:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb? Yes? ☐ No? ☐
7. What is your name? _____
Address? _____
Phone number? _____

Background Sounds:

- | | |
|--|--|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> House Noises |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Crockery |
| <input type="checkbox"/> Motors | <input type="checkbox"/> Static |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Office equipment |
| <input type="checkbox"/> Music | <input type="checkbox"/> Factory equipment |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Airplanes |
| <input type="checkbox"/> Local | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Booth | <input type="checkbox"/> PA System |
| <input type="checkbox"/> Other _____ | |

Exact wording of the "threat":

Caller's Voice:

- | | |
|---|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing |
| <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Nasal | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Stuttered | <input type="checkbox"/> Swearing |
| <input type="checkbox"/> Familiar? If voice is familiar, who did it sound like? _____ | |

Sex of caller ☐ Age ☐ Race ☐

Telephone number at which call is received: _____

Time call received: _____ a.m./p.m. Date: __/__/__

Length of call: _____

Your name: _____

Threat Language:

- | | |
|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Well spoken | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Read |

Your telephone number: _____

Position: _____ Remarks: _____

Date checklist completed: ____/____/____